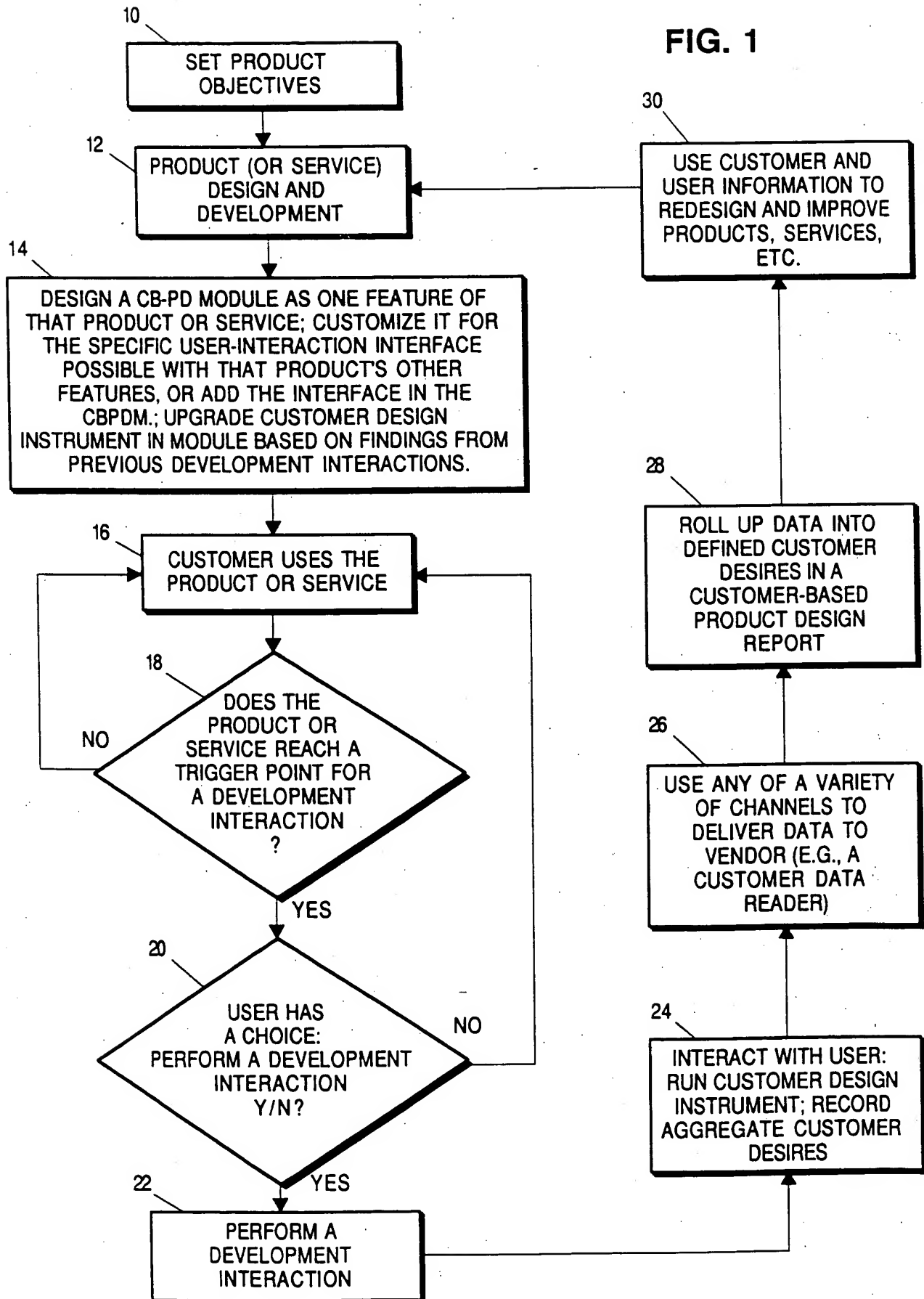


FIG. 1



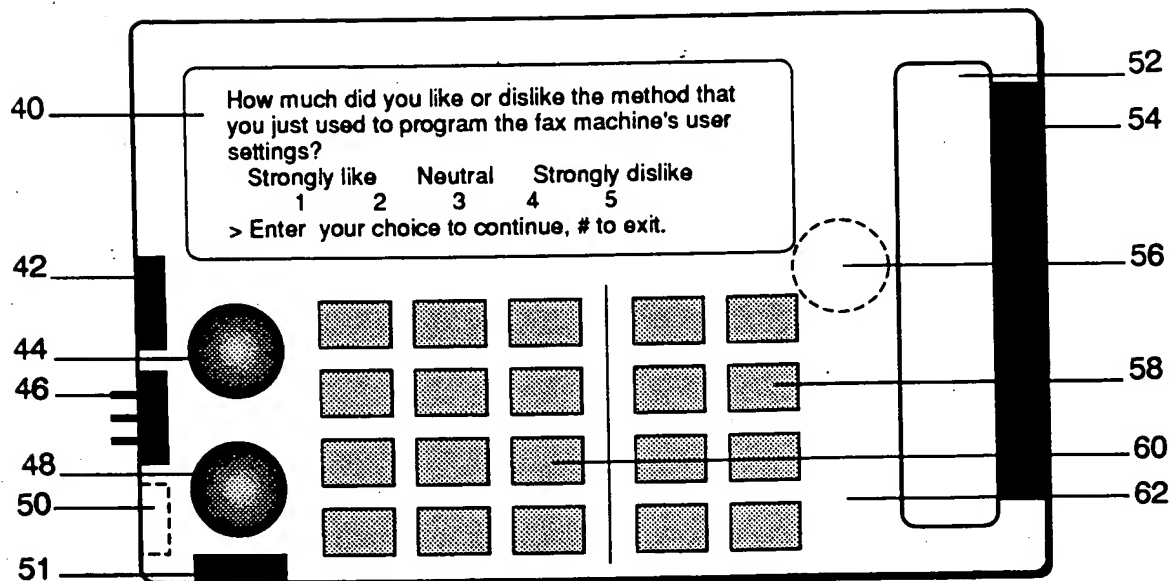
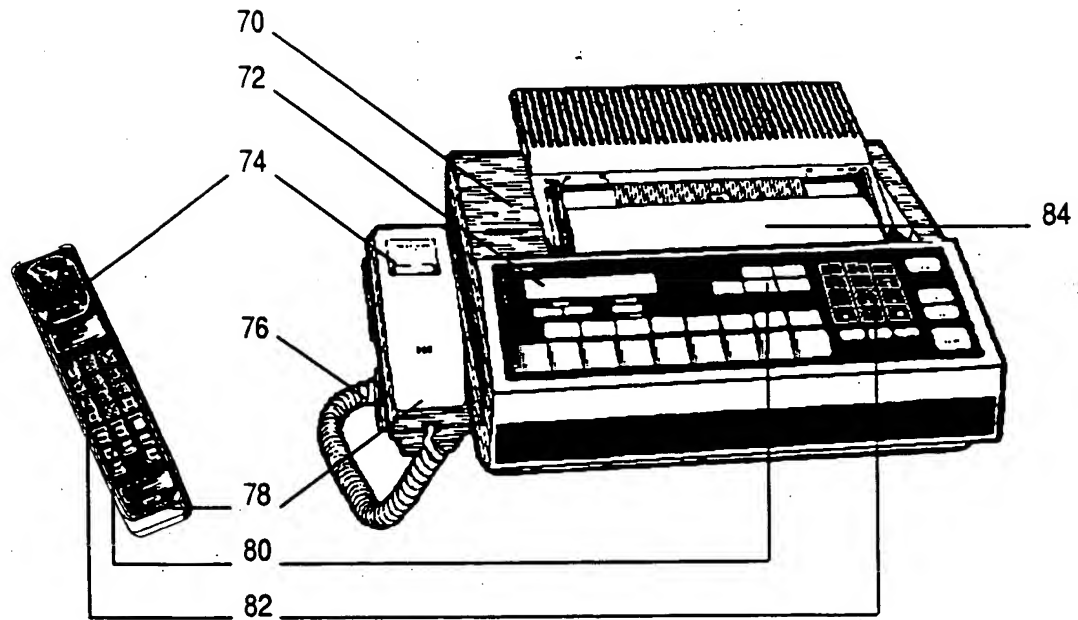
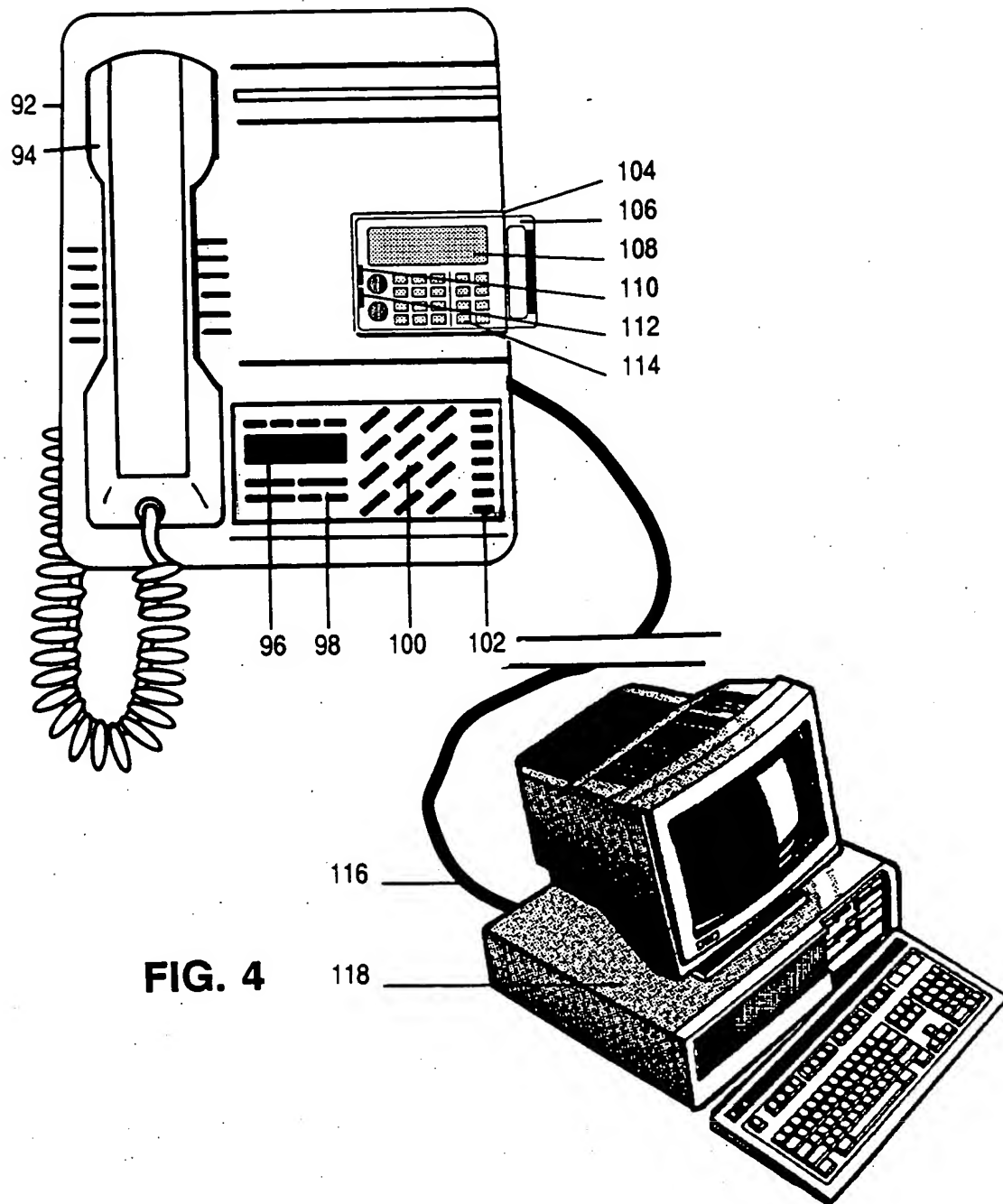
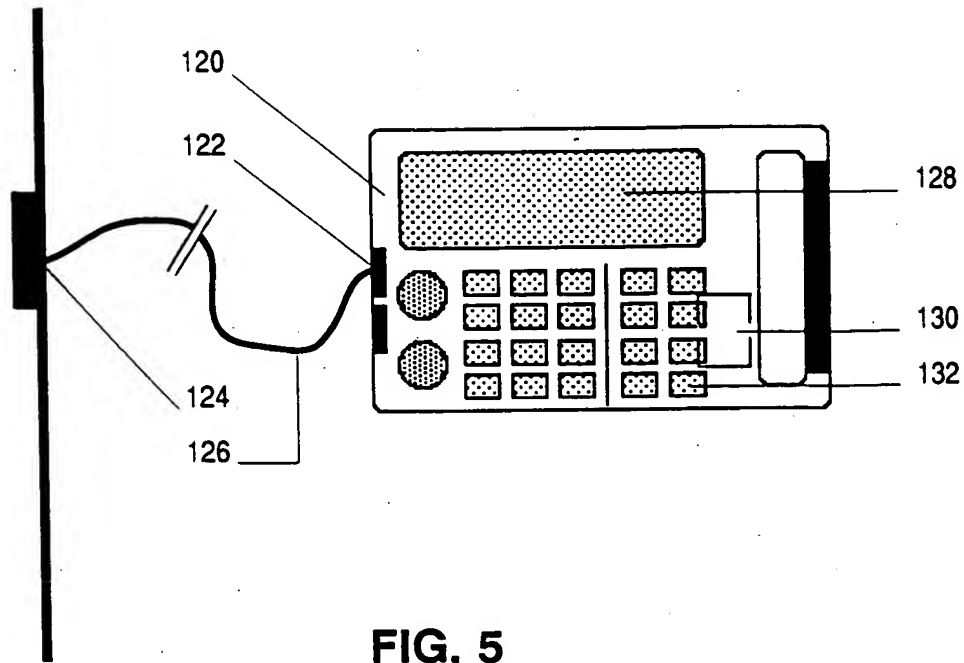


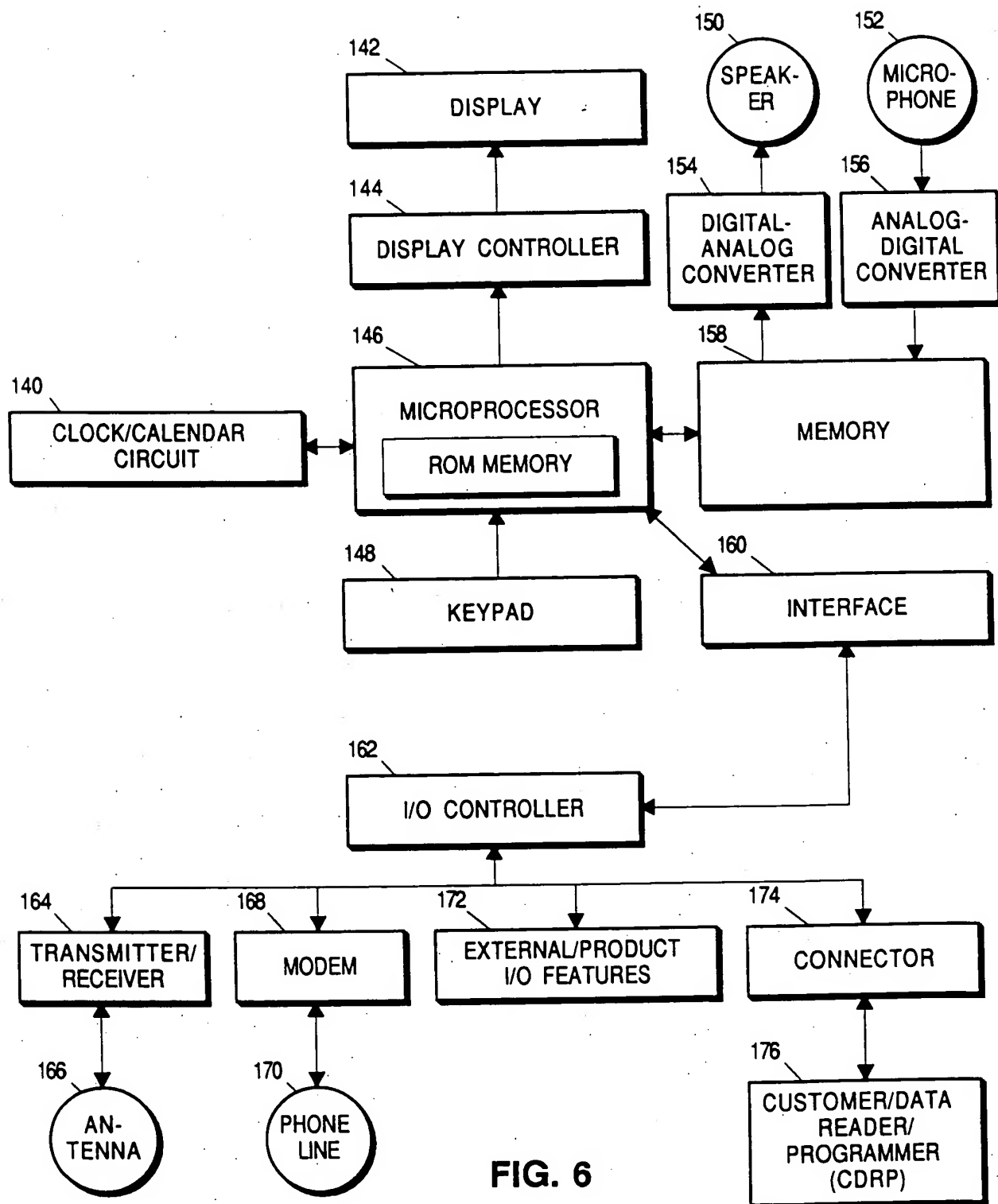
FIG. 2

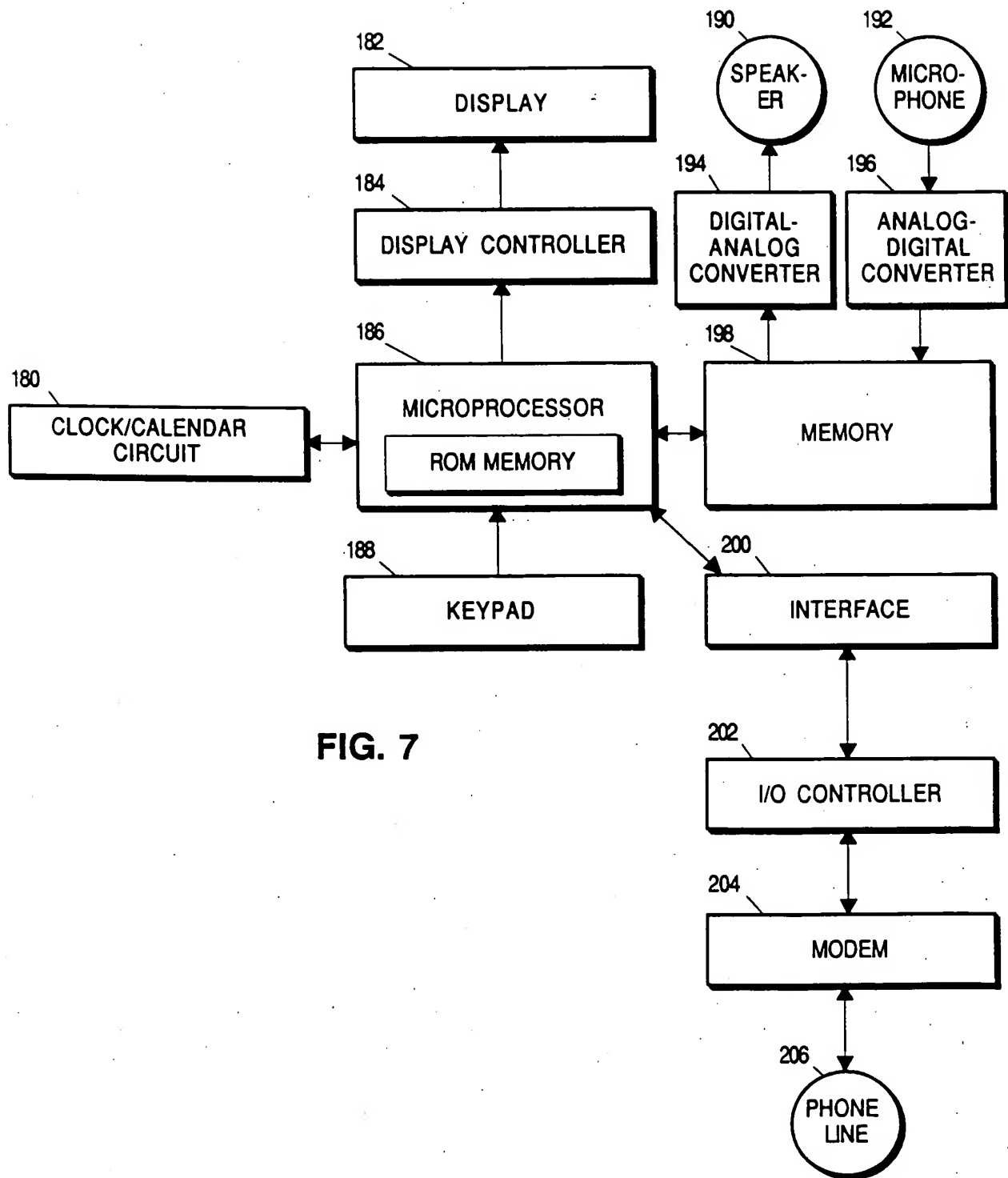


**FIG. 3**









**FIG. 7**

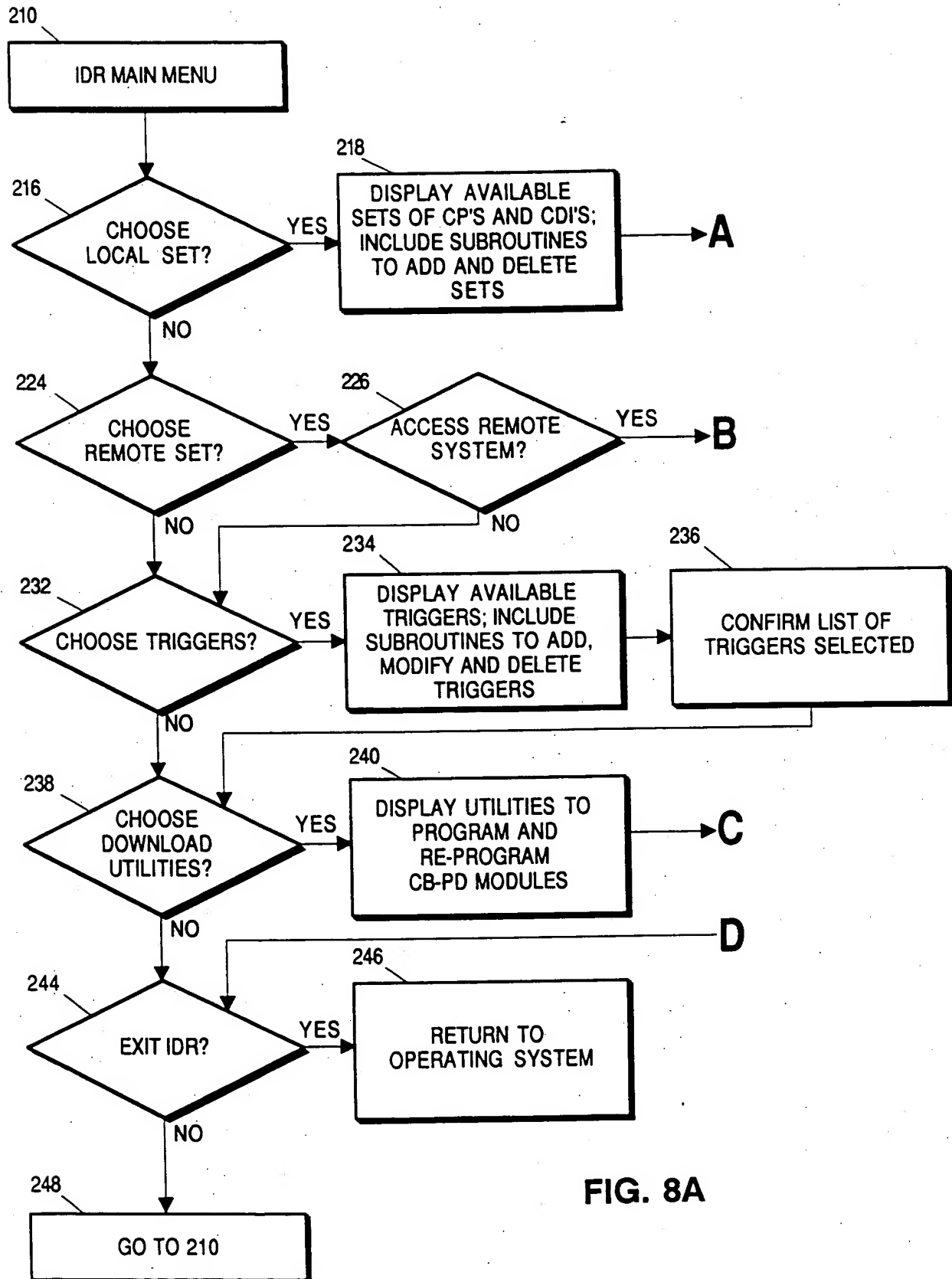
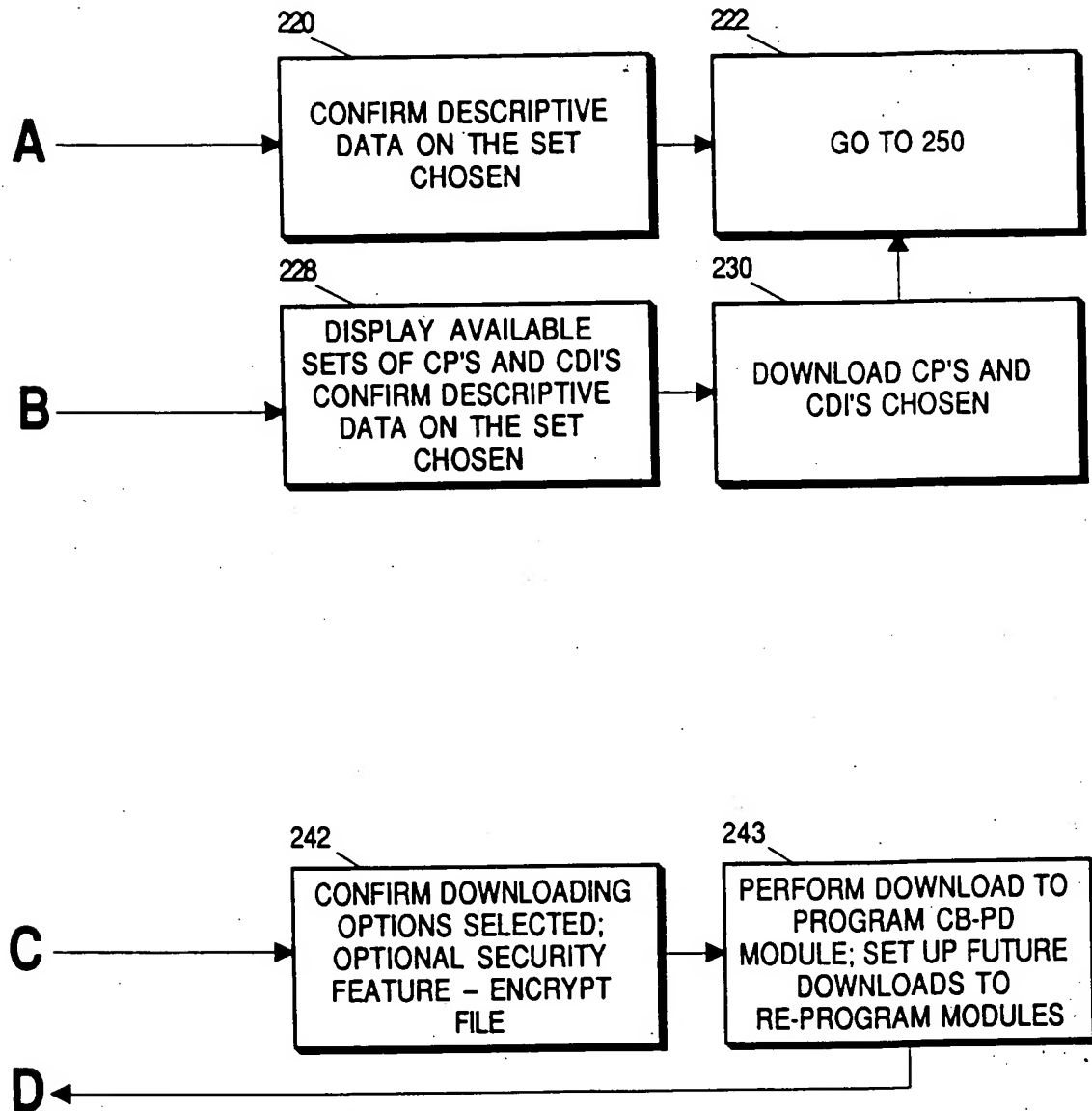


FIG. 8A





**FIG. 8B**

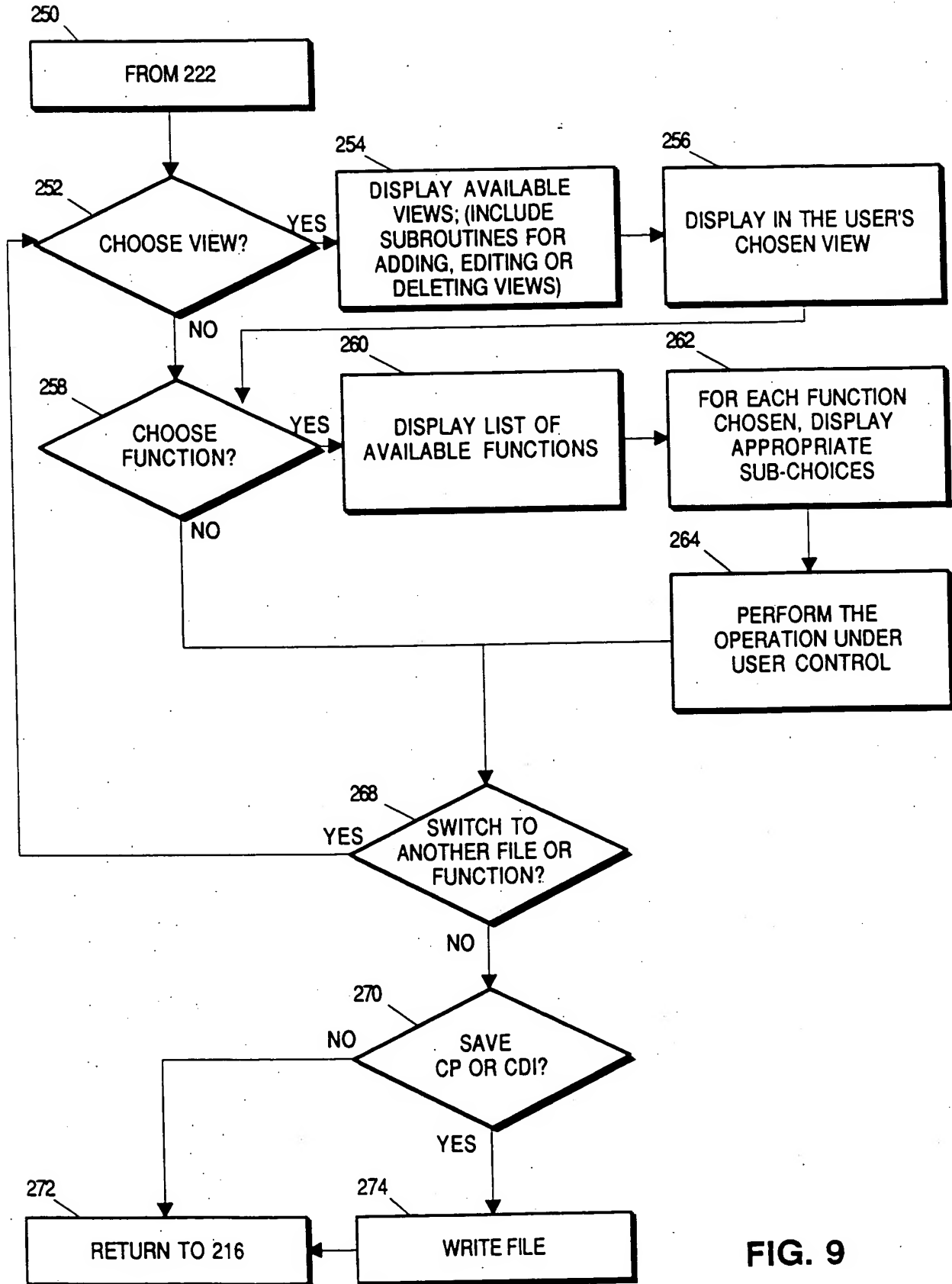


FIG. 9

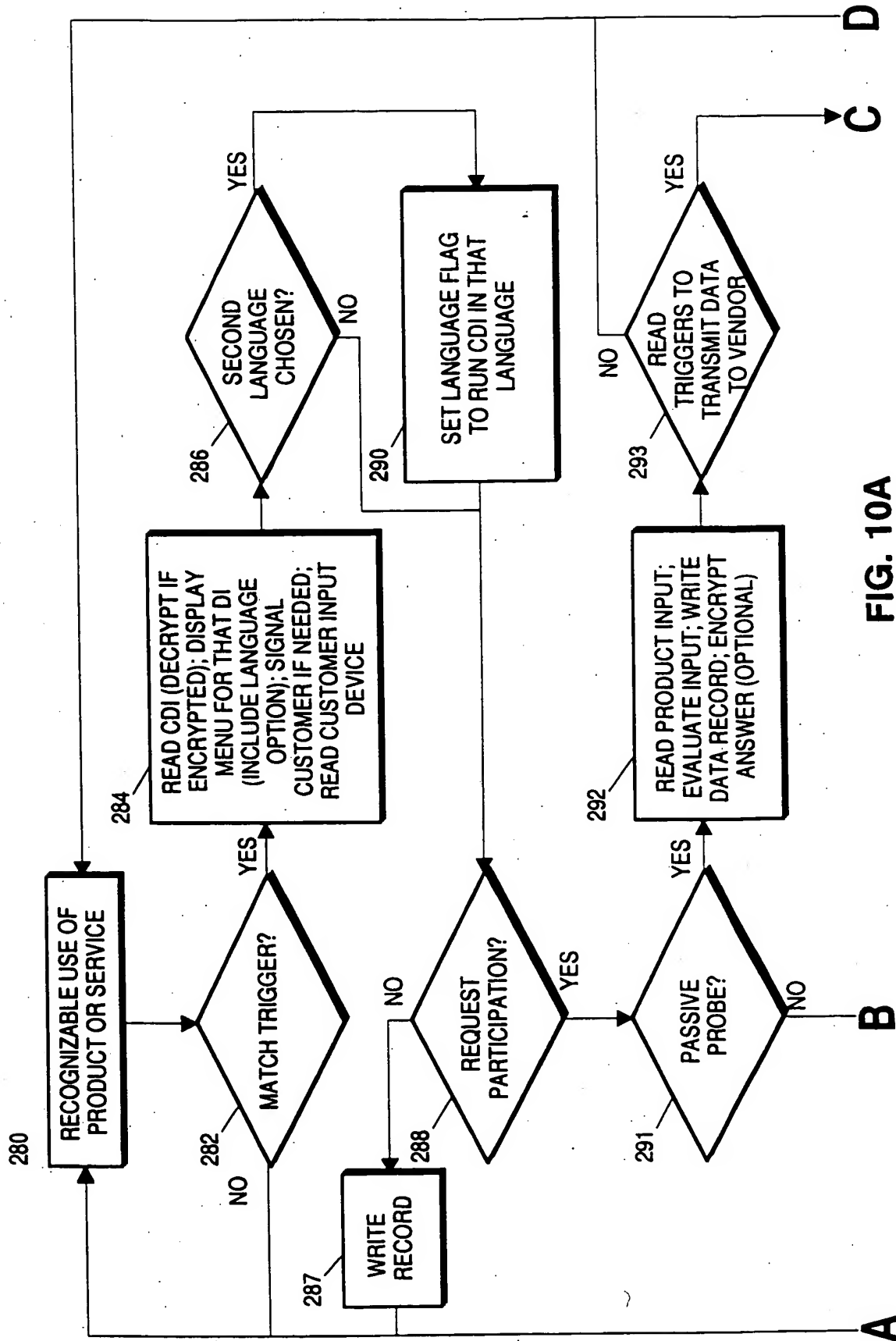


FIG. 10A

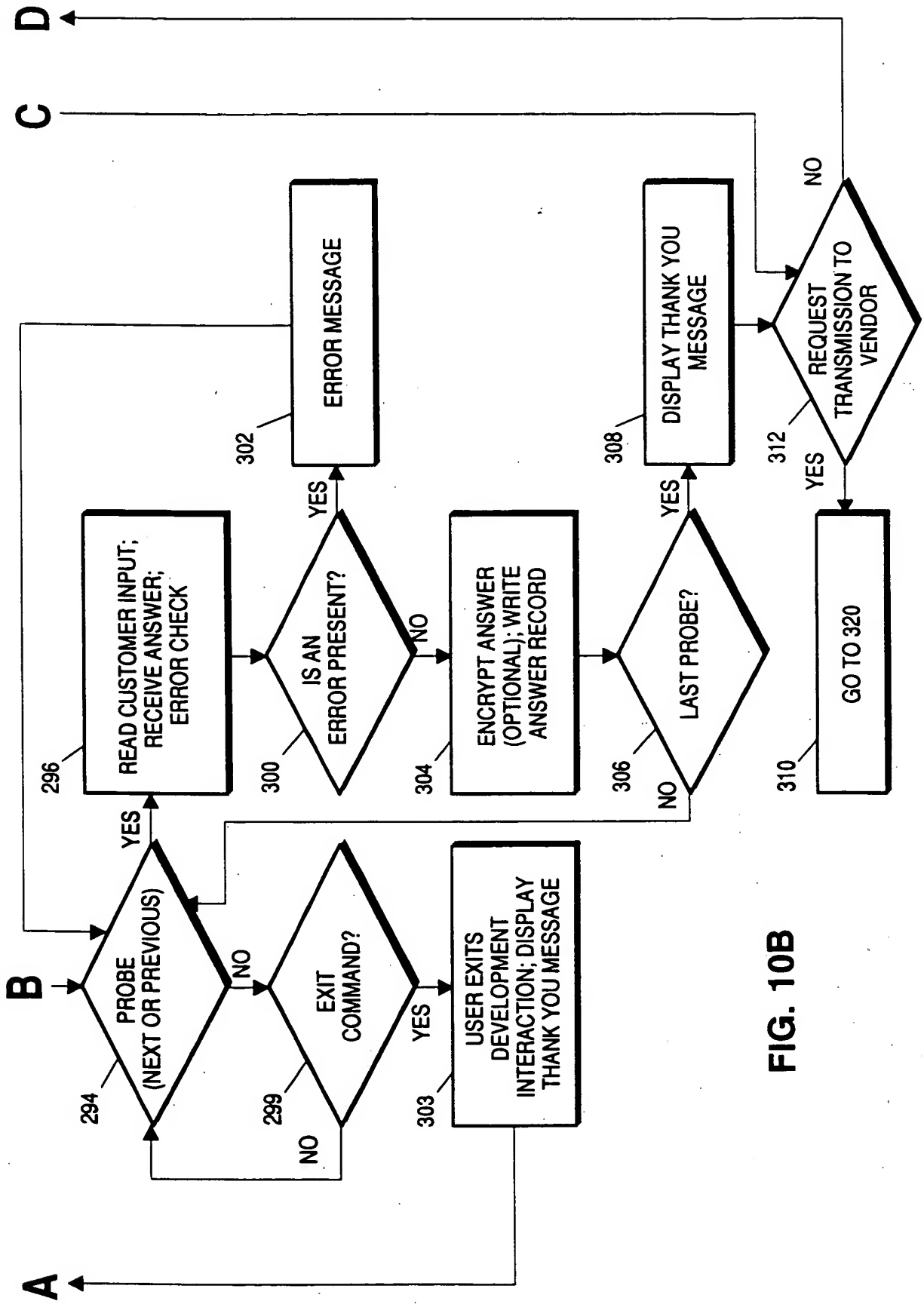


FIG. 10B

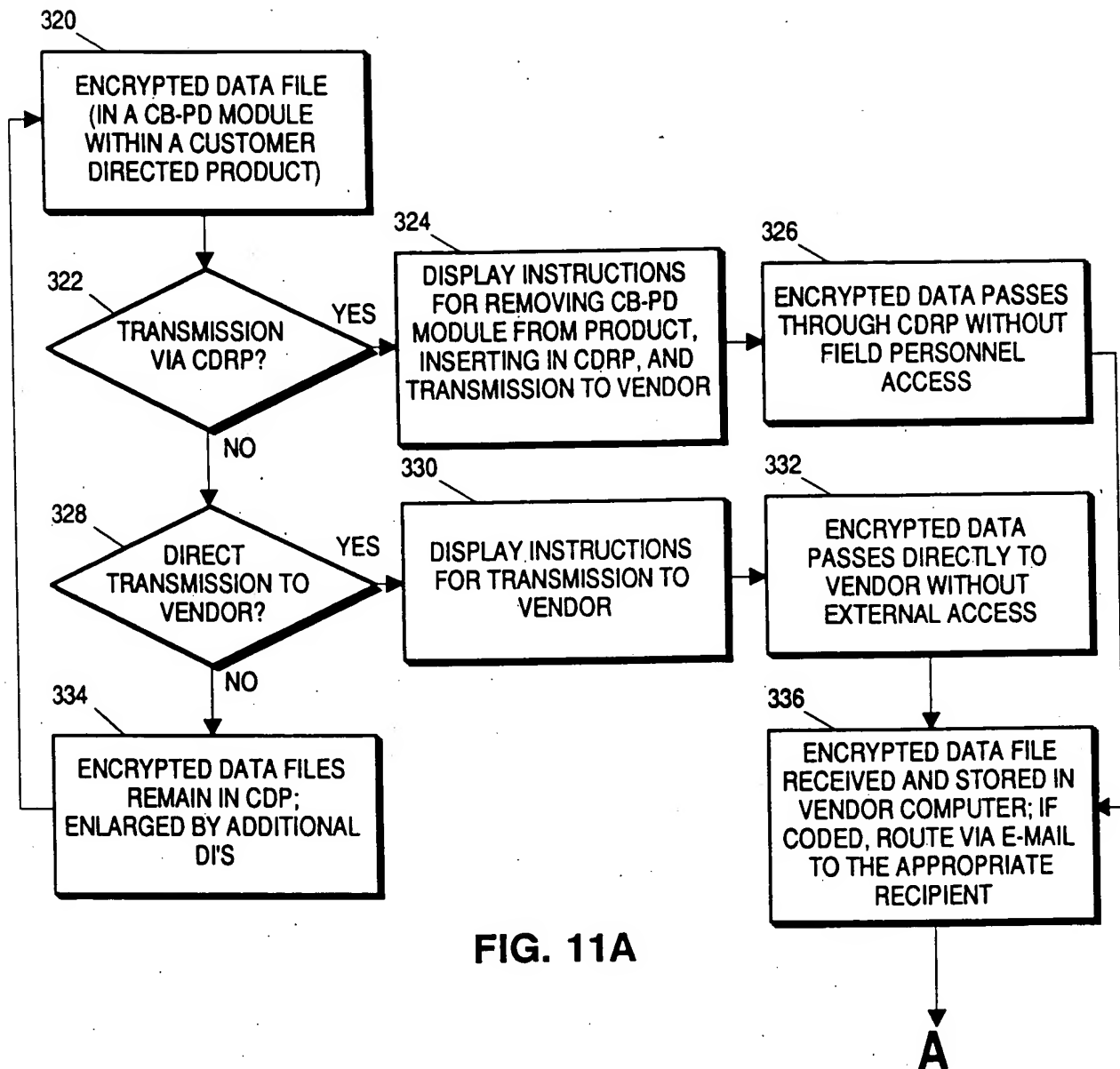
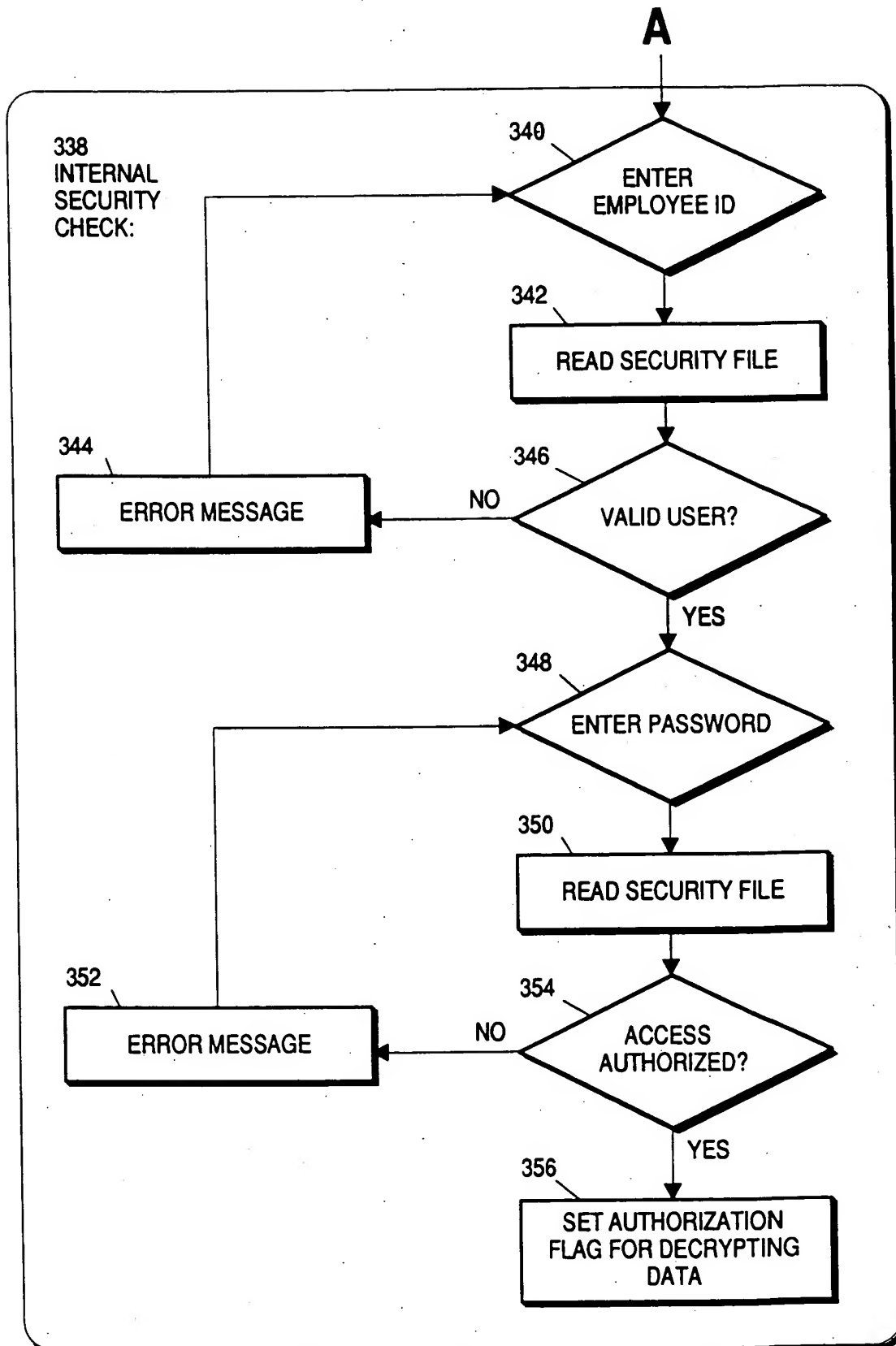


FIG. 11A



**FIG. 11B**

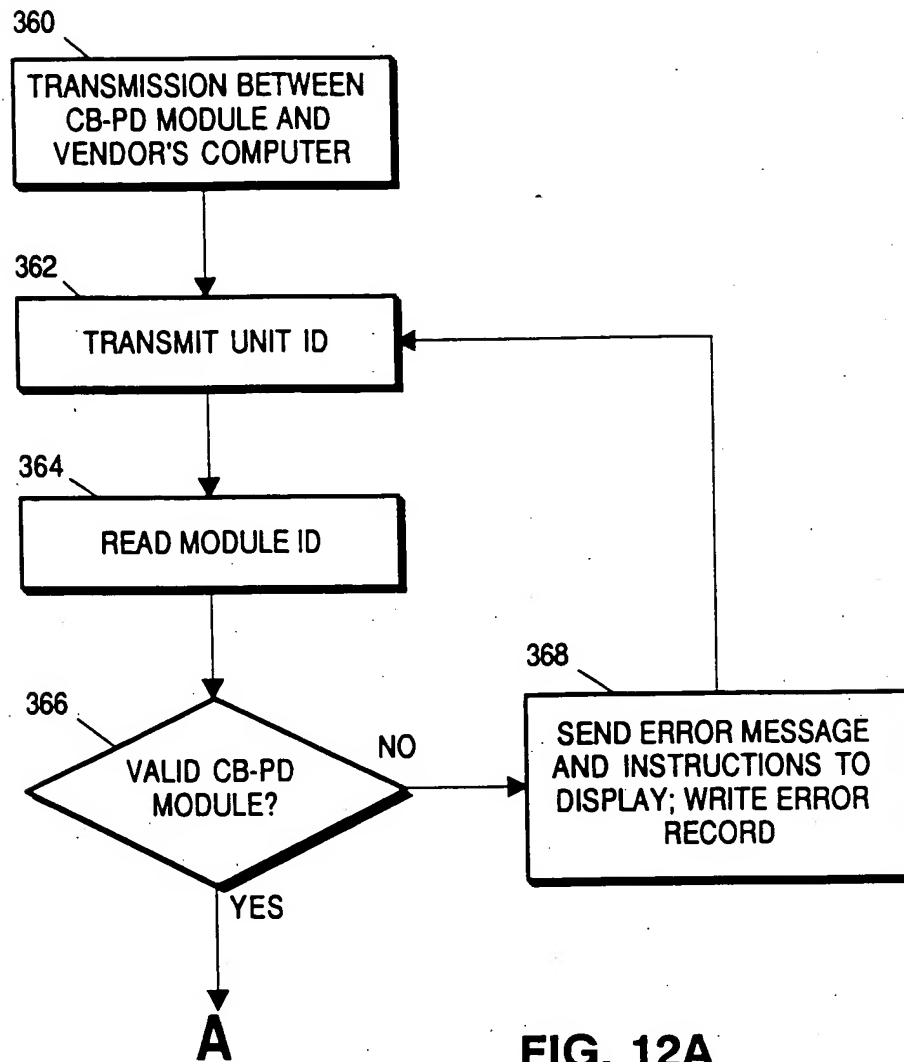
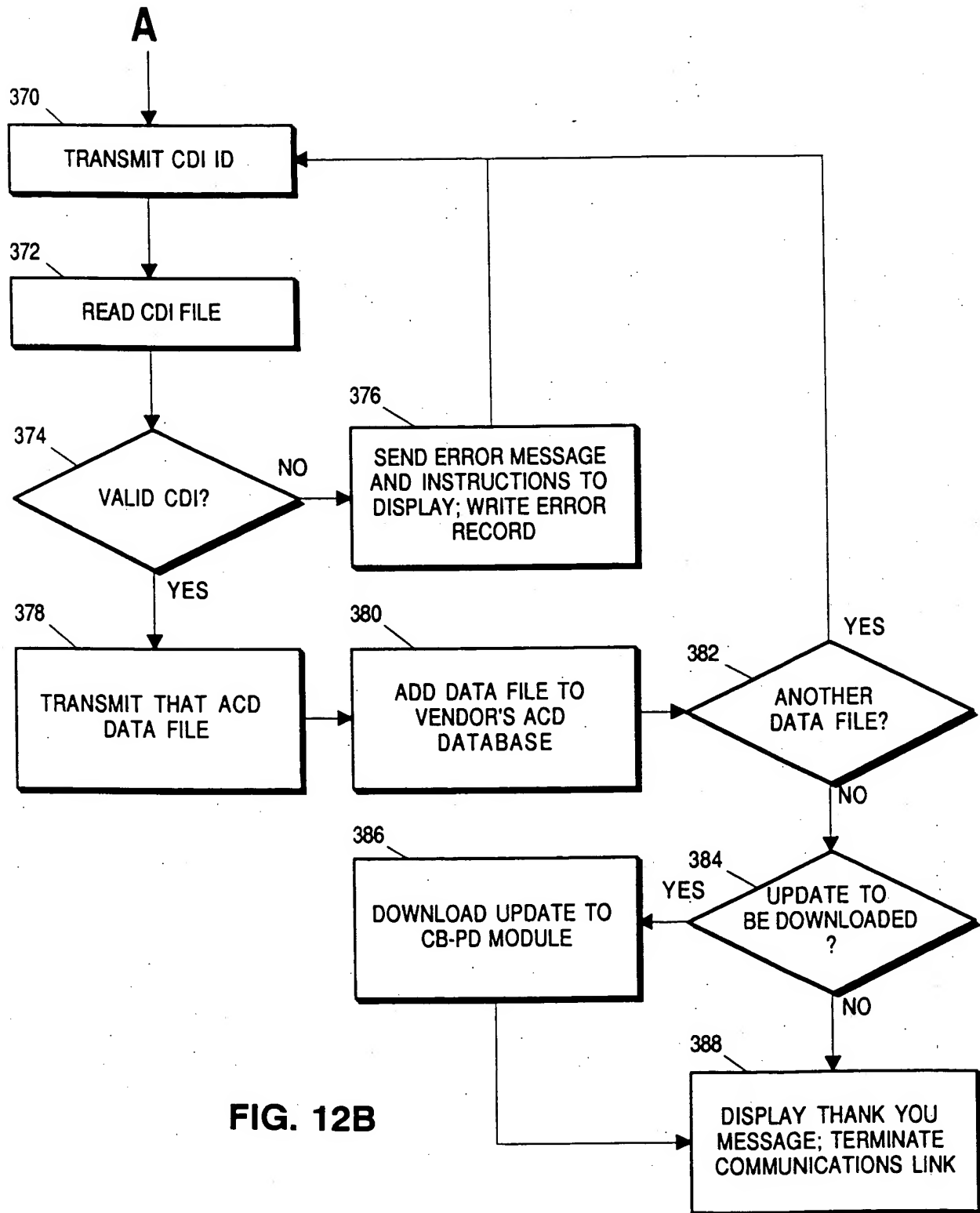


FIG. 12A



**FIG. 12B**



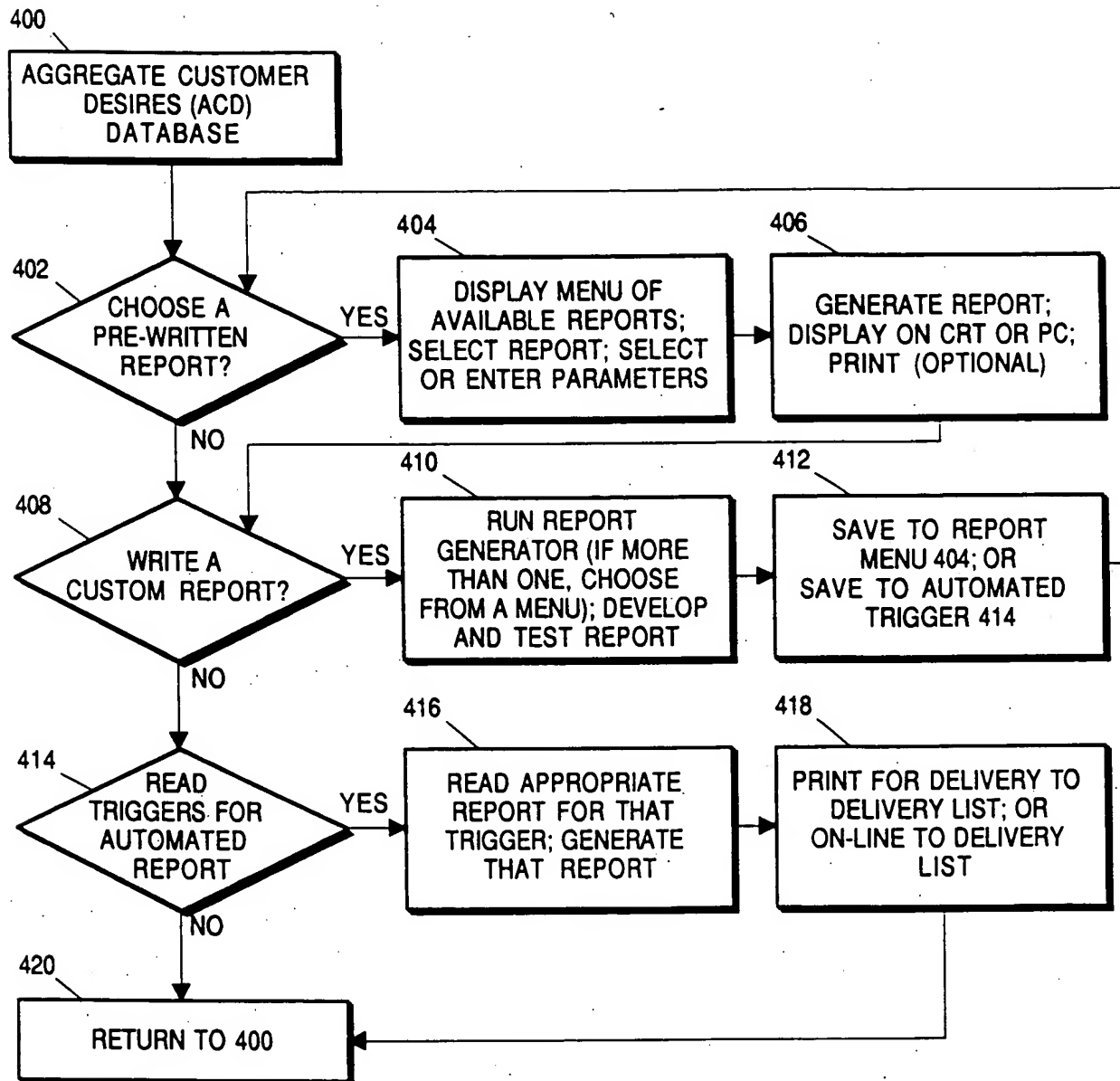
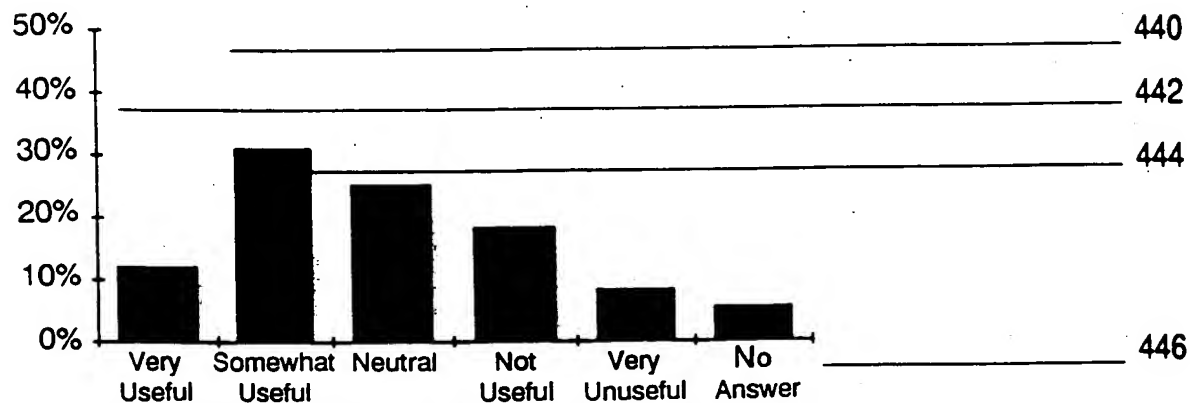


FIG. 13

Probe #12: Feature that calculates Net present Value \_\_\_\_\_ 430

How useful did you find this method of performing this type \_\_\_\_\_ 432  
of calculation? \_\_\_\_\_ 434

Very Useful	12%	423	436
Somewhat Useful	31%	1,086	438
Neutral	25%	884	
Not Useful	18%	642	
Very Unuseful	8%	287	
No Answer	5%	191	



Customer comments: \_\_\_\_\_ 448

Please explain how this calculation method helped or hindered your work:— 450

1 Gives a good understanding of the interaction \_\_\_\_\_ 452  
between different financial measures

1 I could experiment with the variables

2 This is easy to understand

2 Gave me a better understanding of the numbers

2 It focused on the key elements so I could think about the sensitivity points

3 Somehow the method and my numbers were not related. Although I spent time on  
it, it didn't help my  
decision.

3 Too easy to miss the big picture because of data overload.  
Too many numbers to manipulate.

4 There seemed to be more than was necessary.

4 Should be more instructive.

5 Help!

No Answer Can see consequences of different assumptions— 454

No Answer Helped understanding but too too many tries

**FIG. 14**

Figure 15



Figure 16

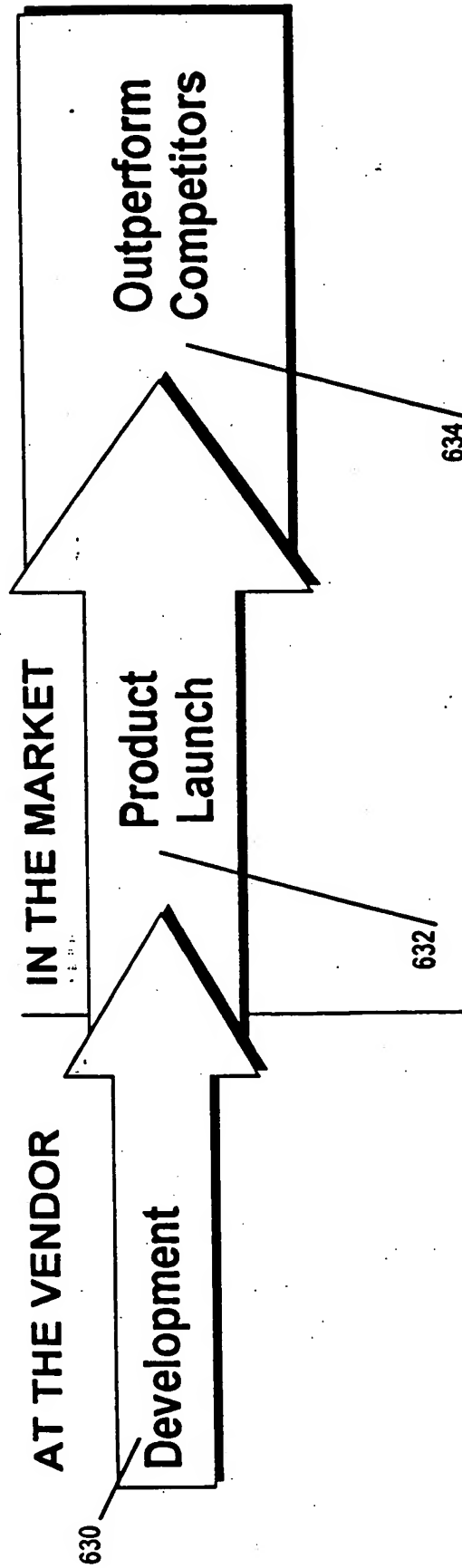


Figure 17

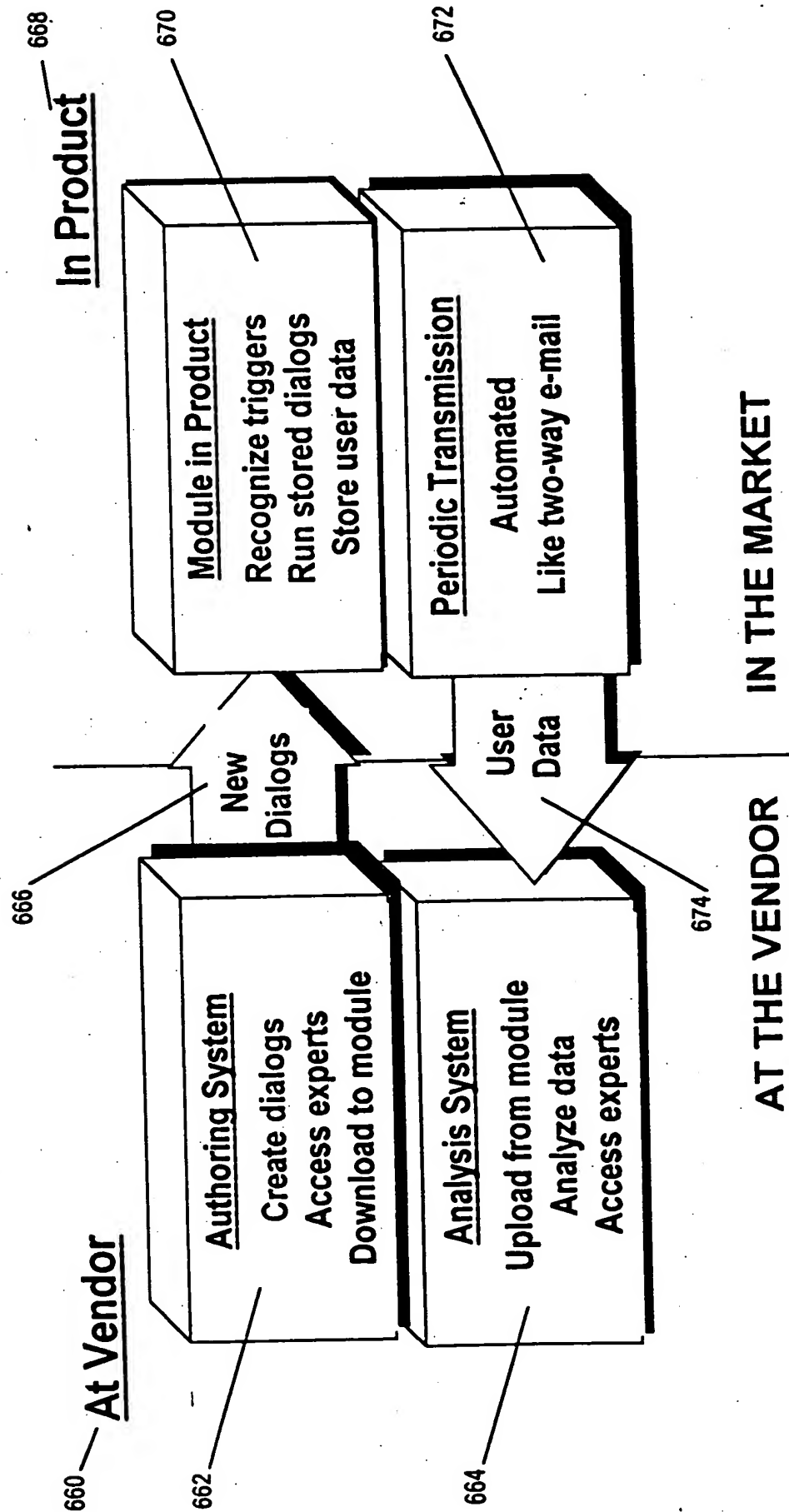
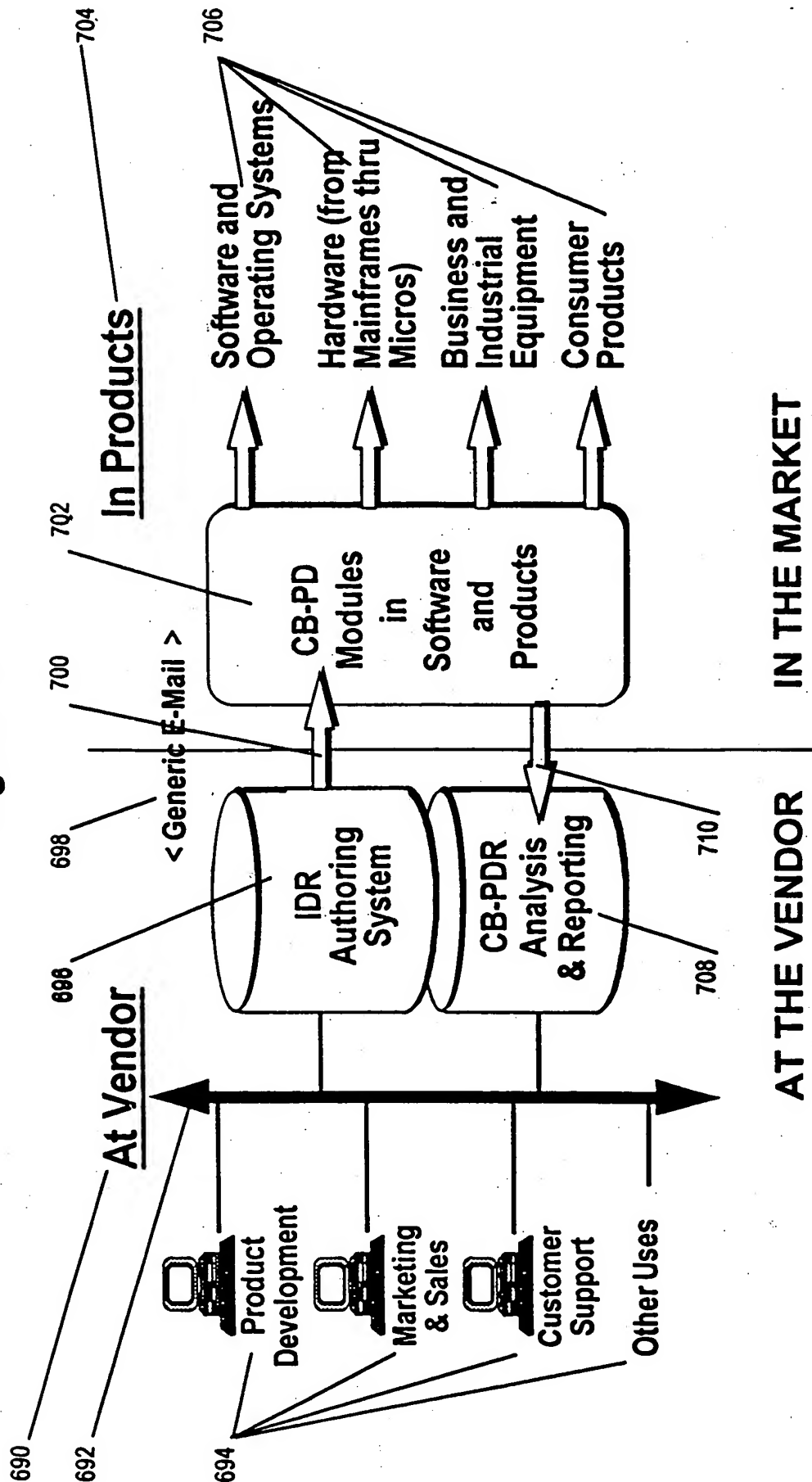


Figure 18



**Figure 19**  
**Open Communications and Transactions**

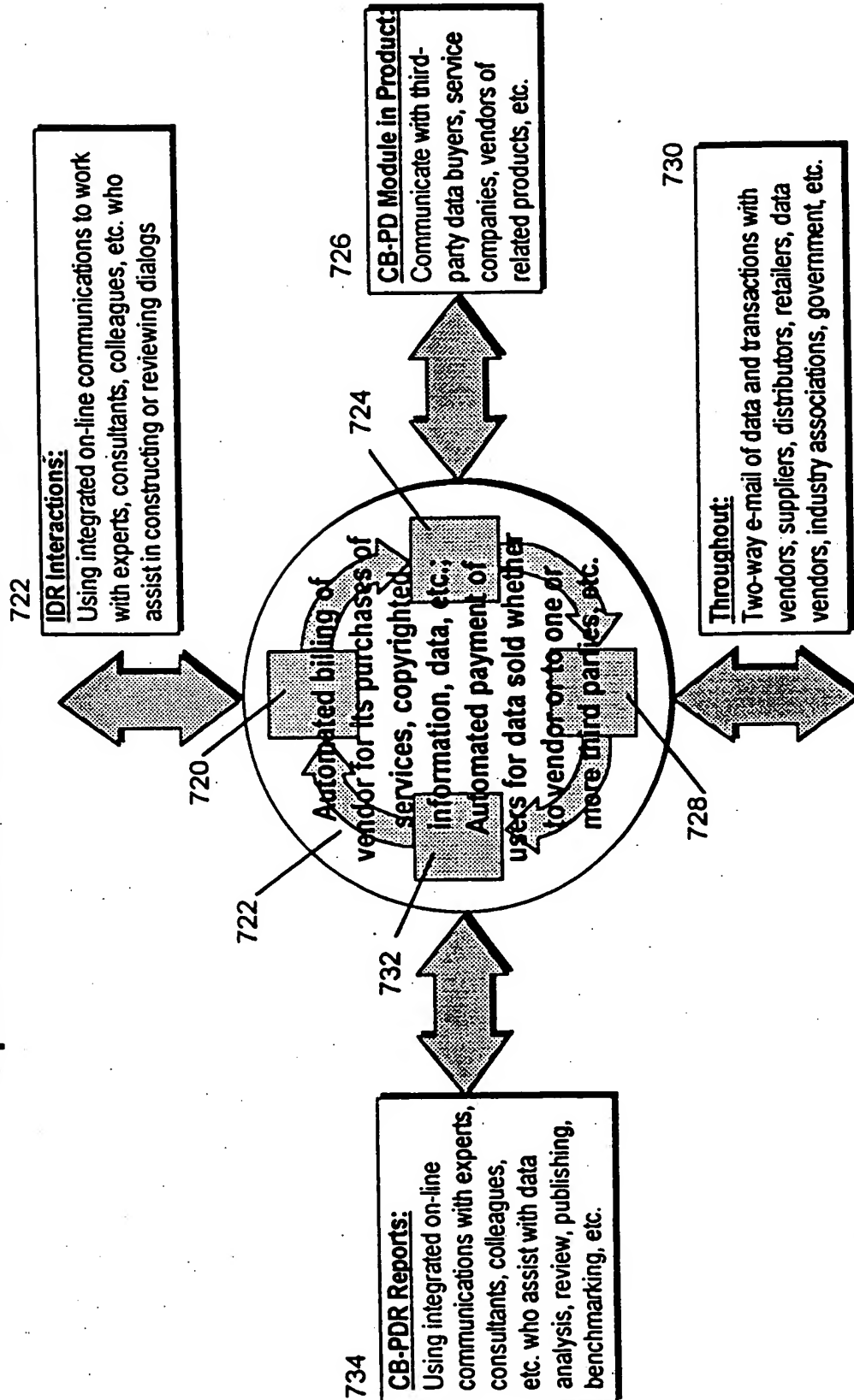


Figure 20

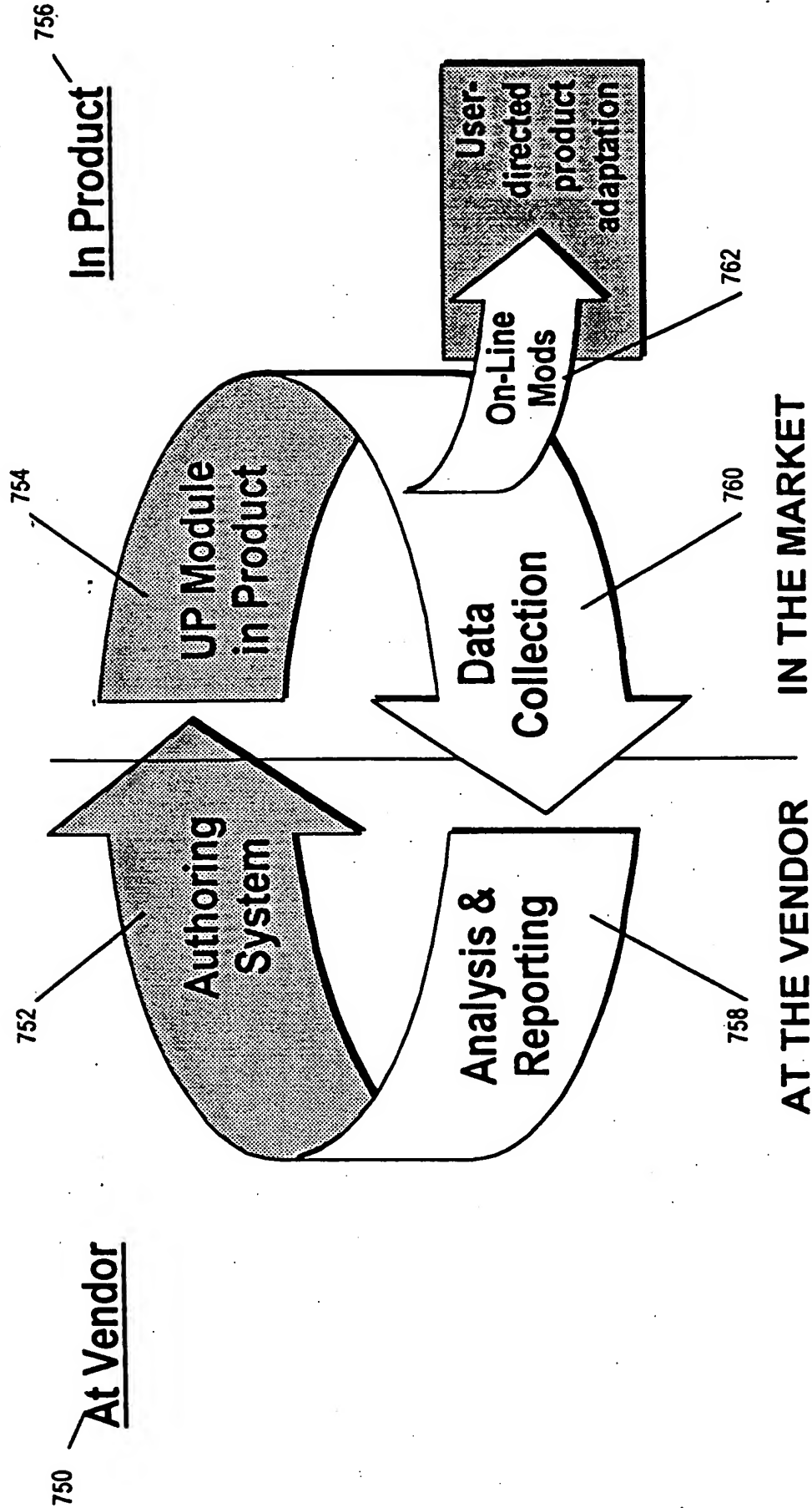
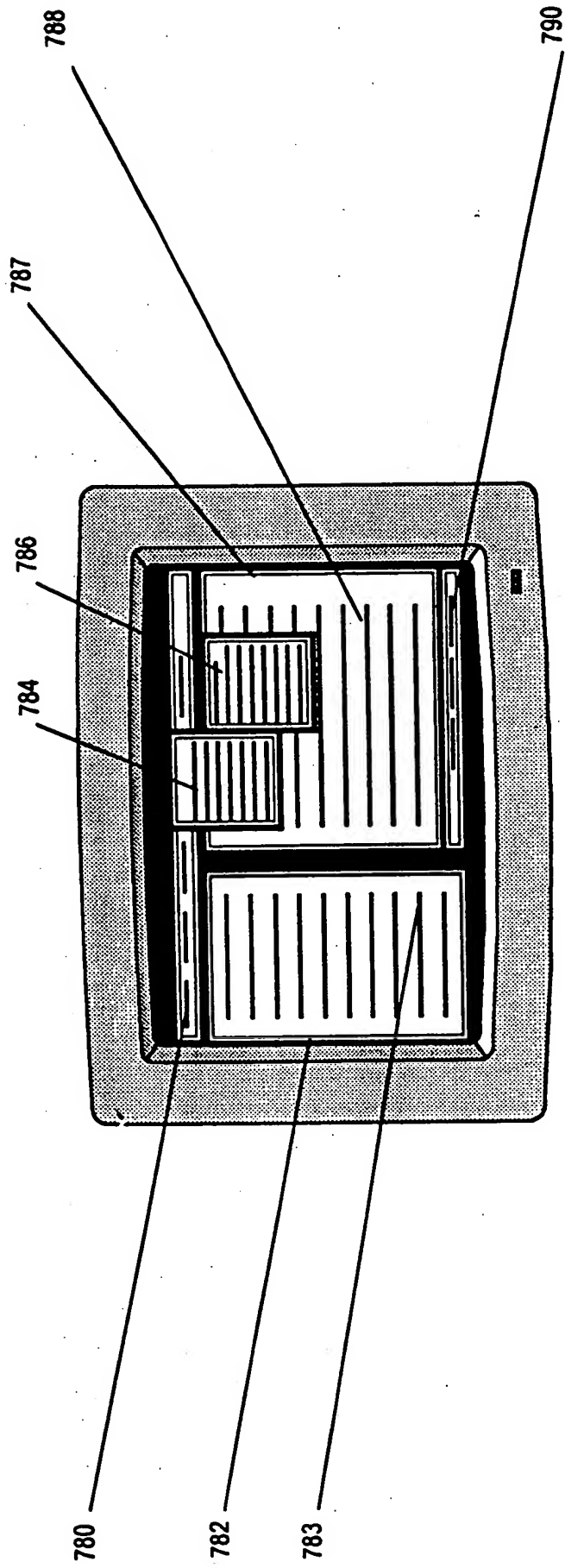




Figure 21



AT THE VENDOR

Figure 22

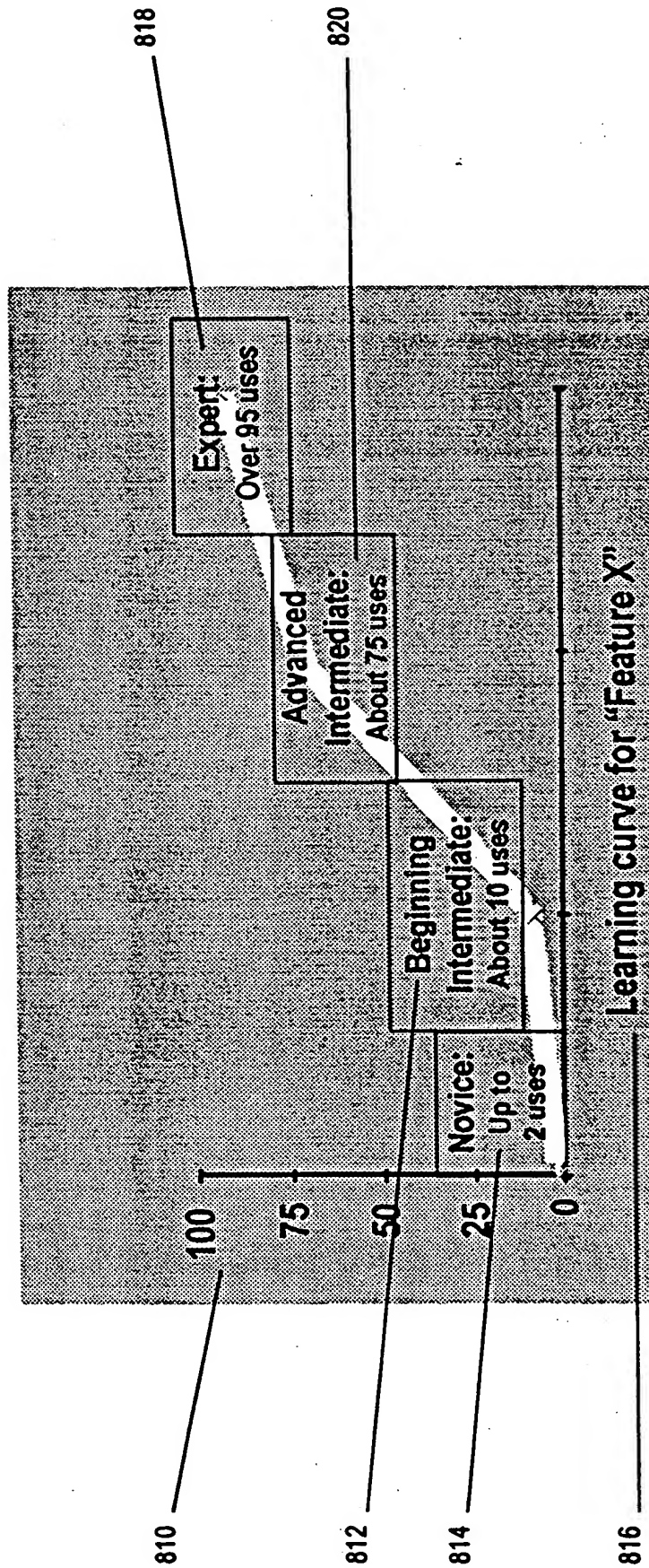


FIGURE 23

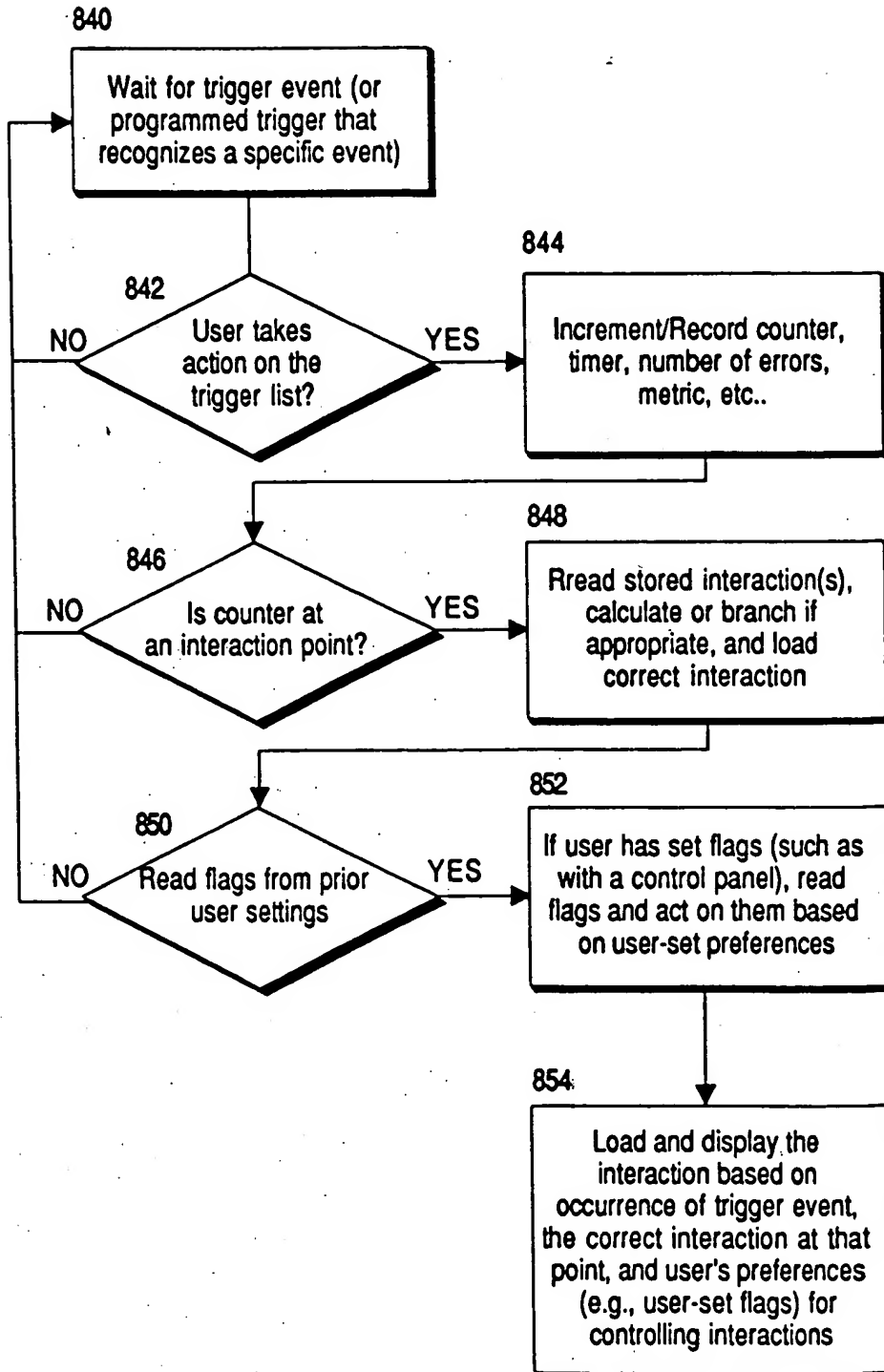


Figure 24

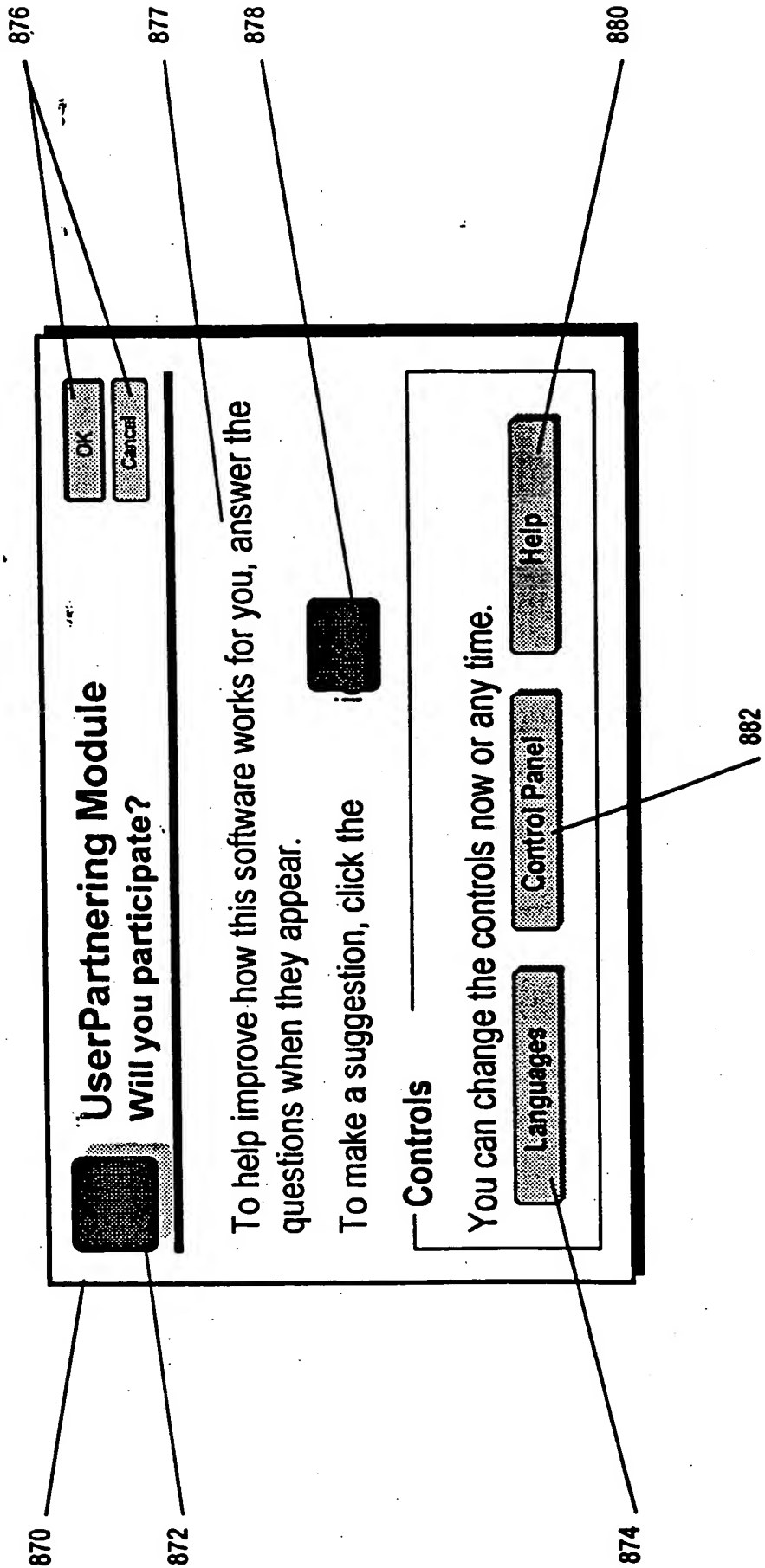
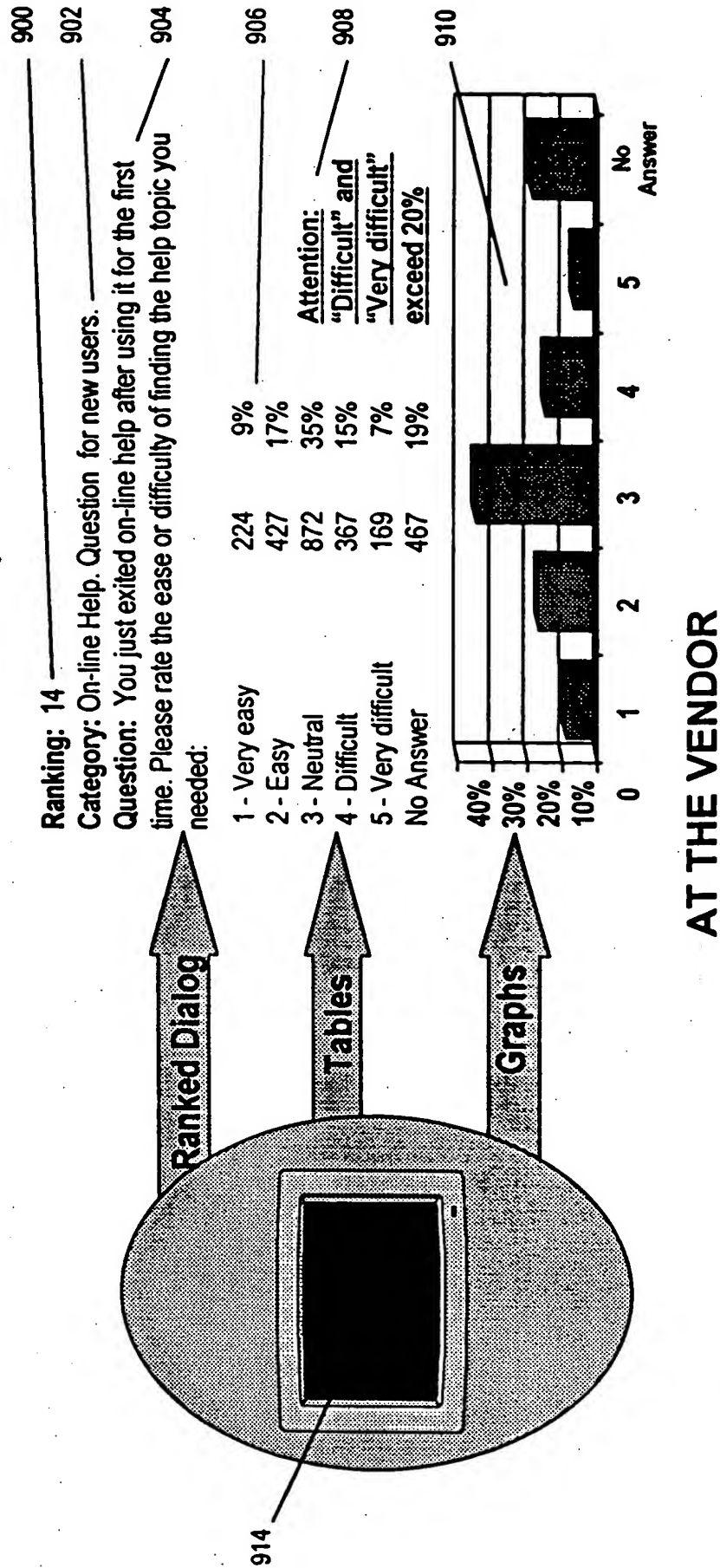


Figure 25



## Figure 26

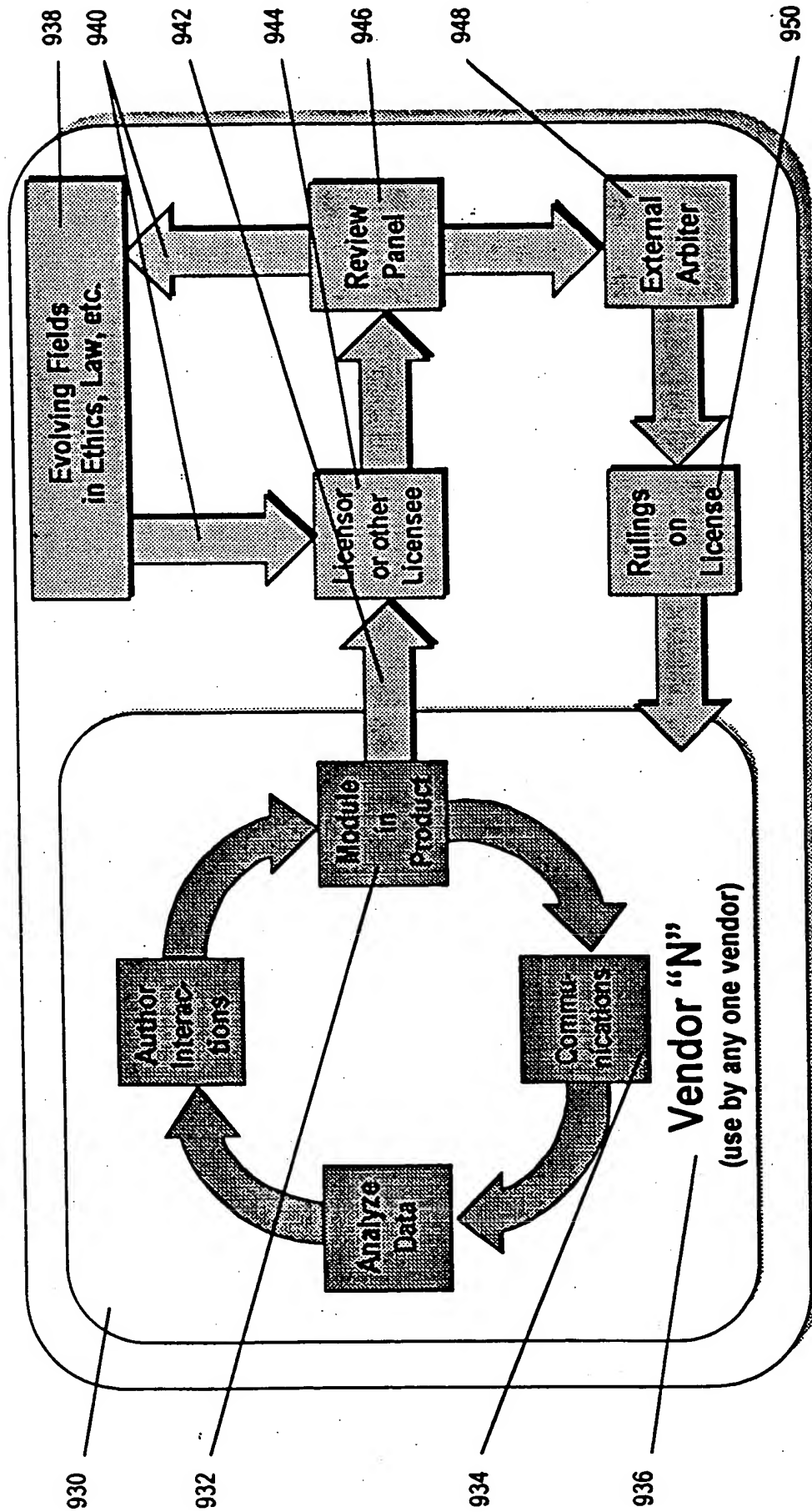


Figure 27

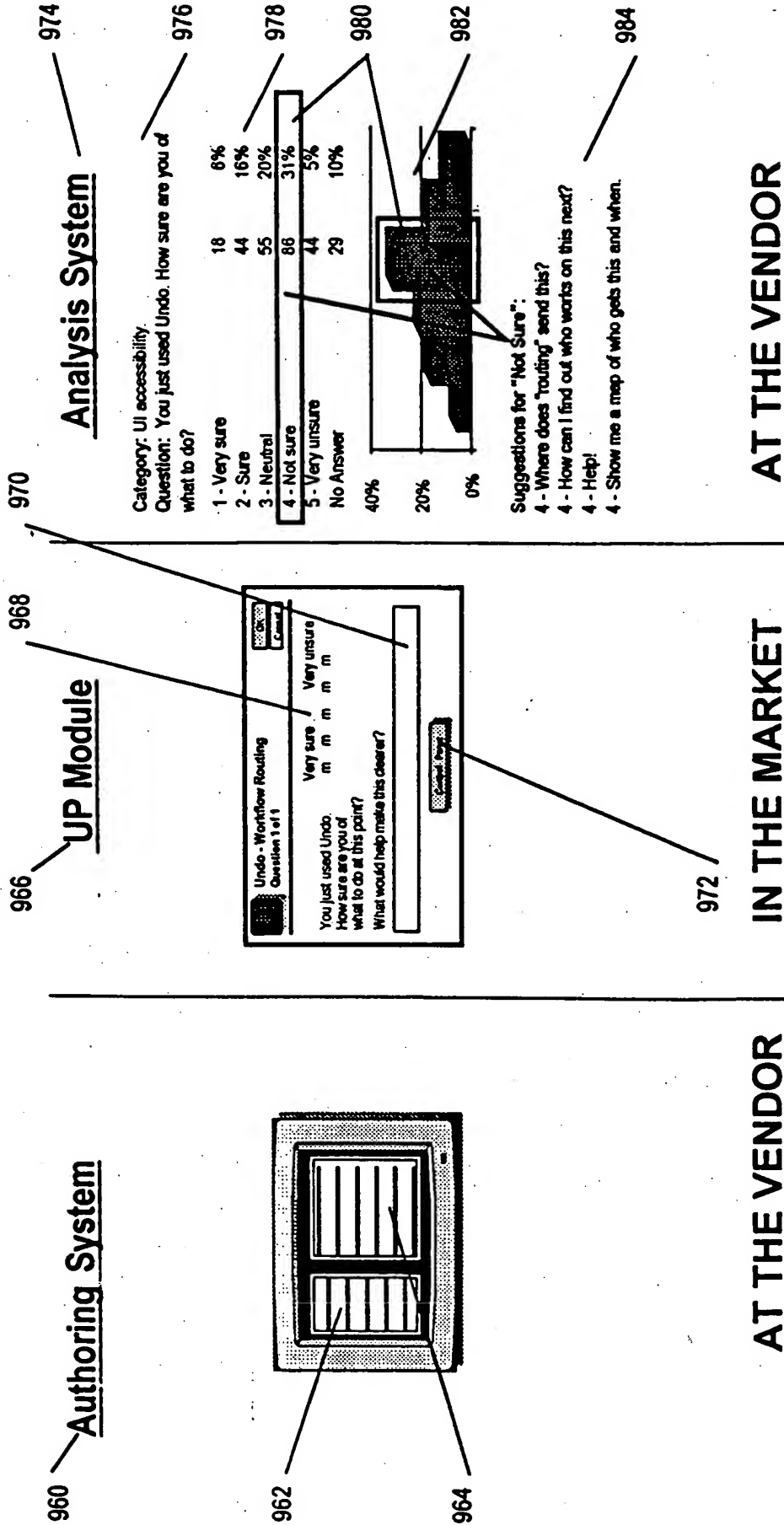


Figure 28

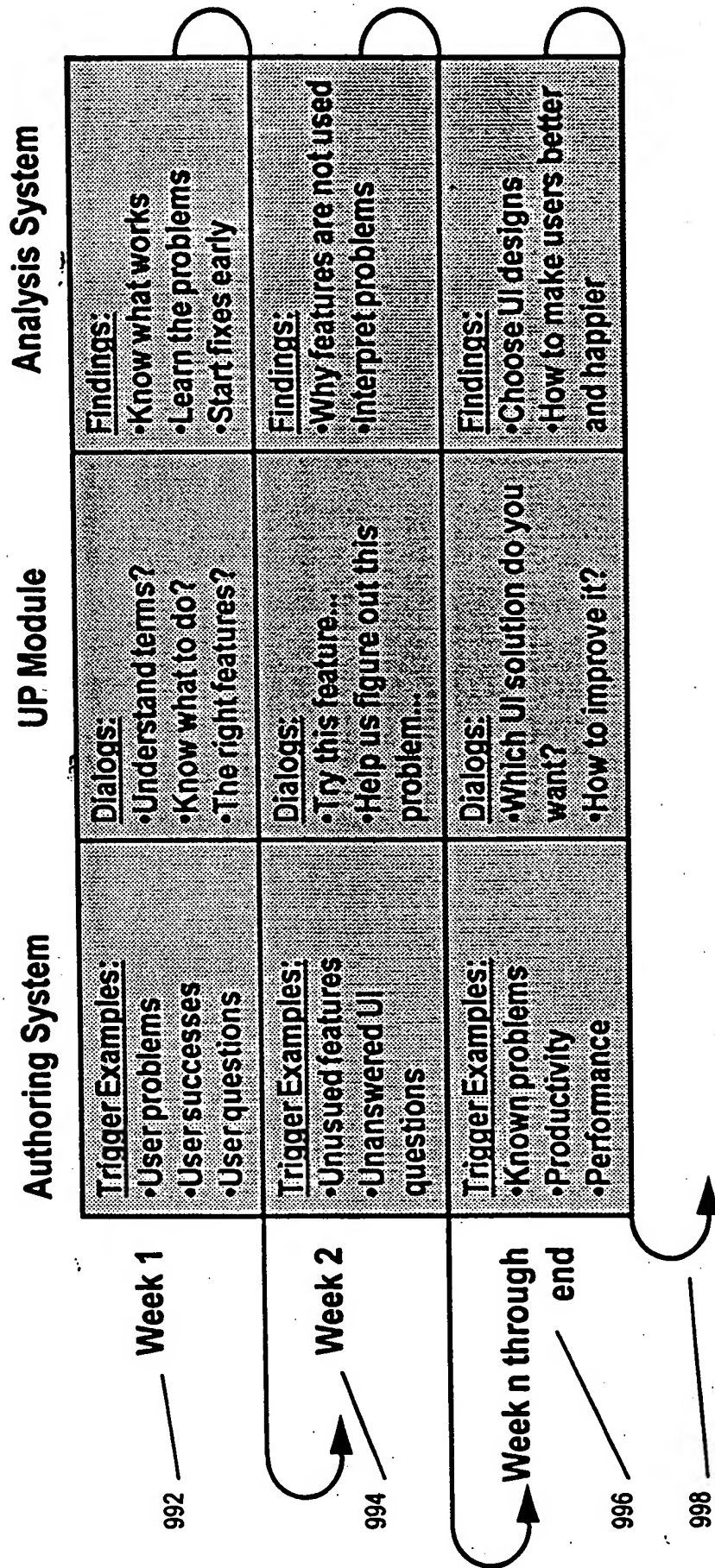




Figure 29

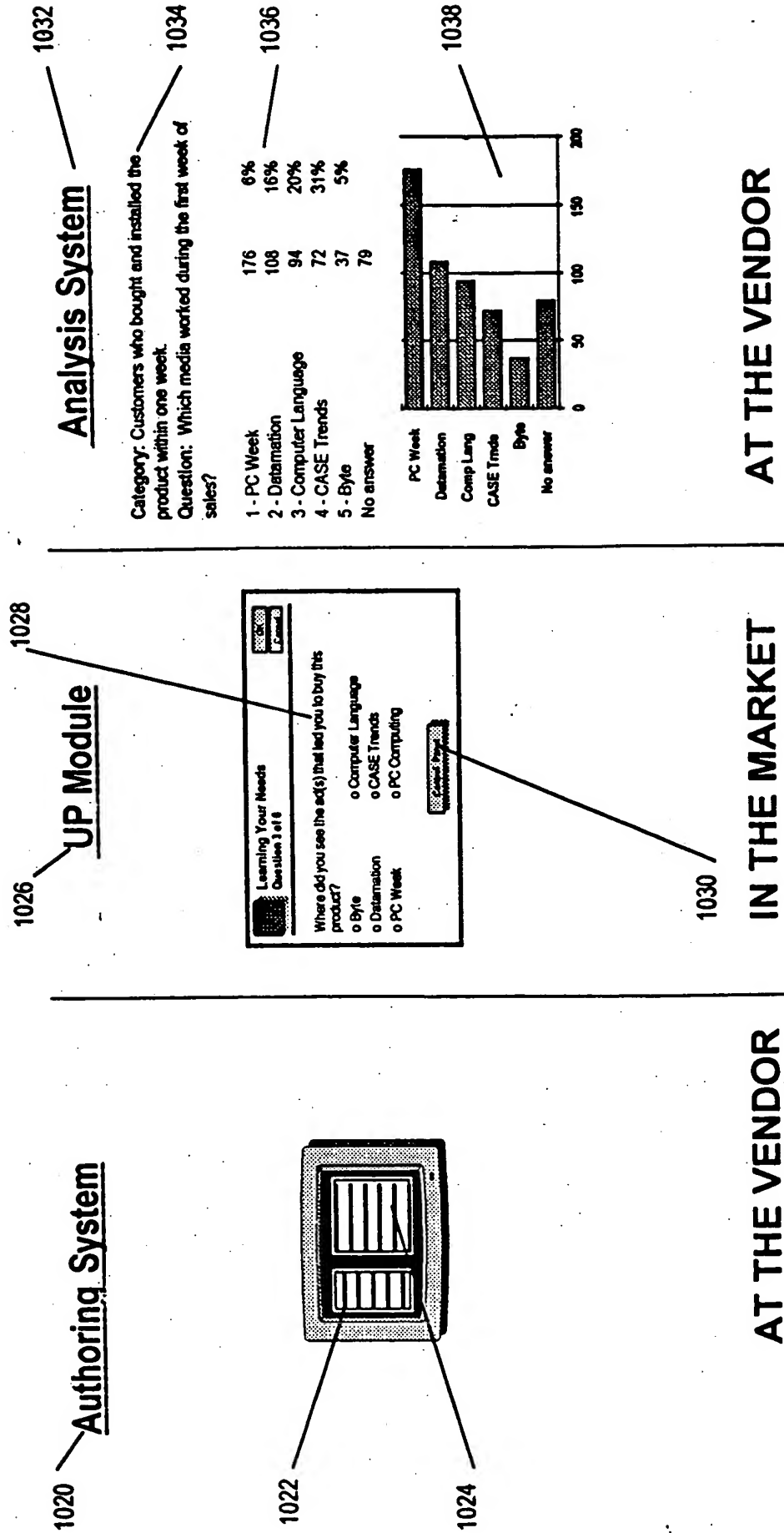


Figure 30

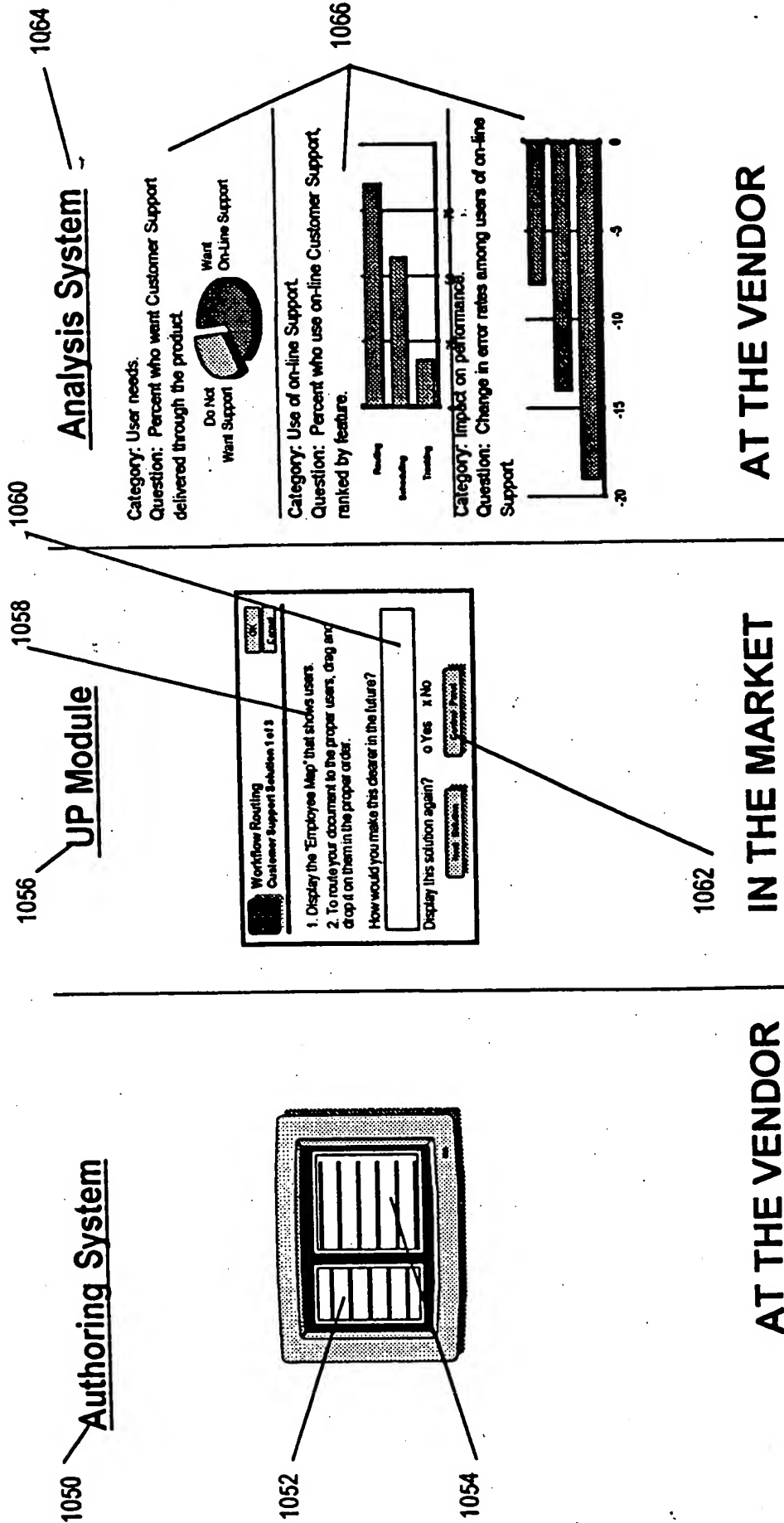


Figure 31

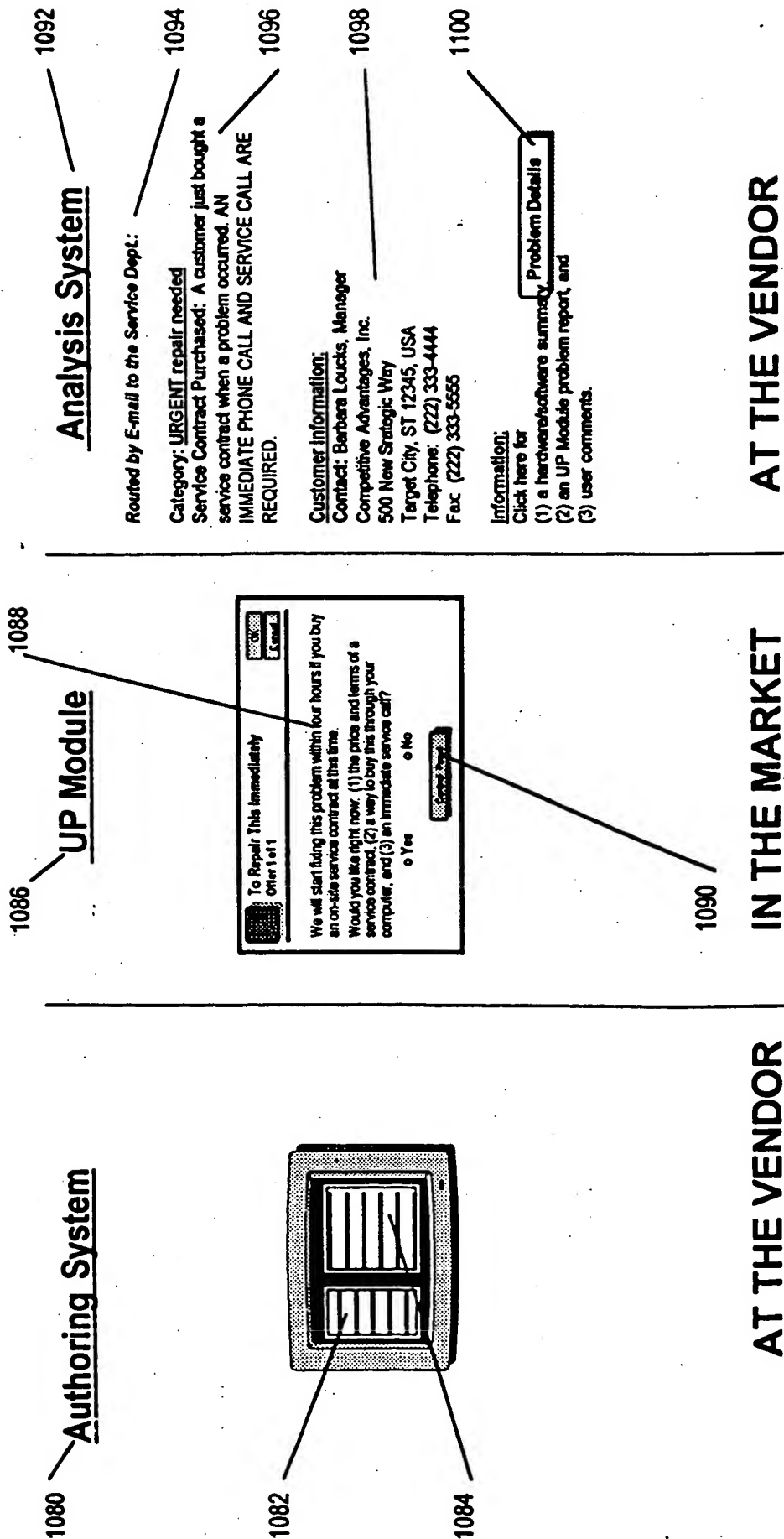


Figure 32

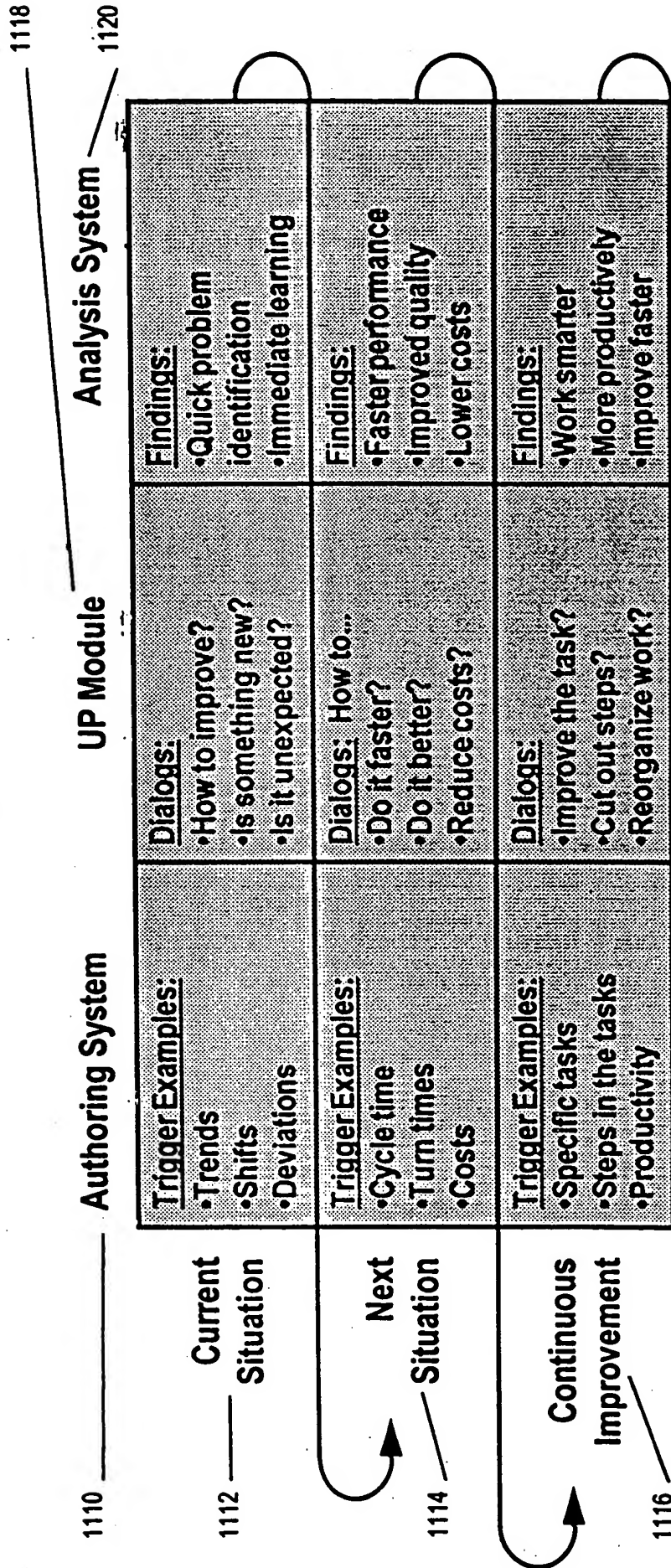


Figure 33

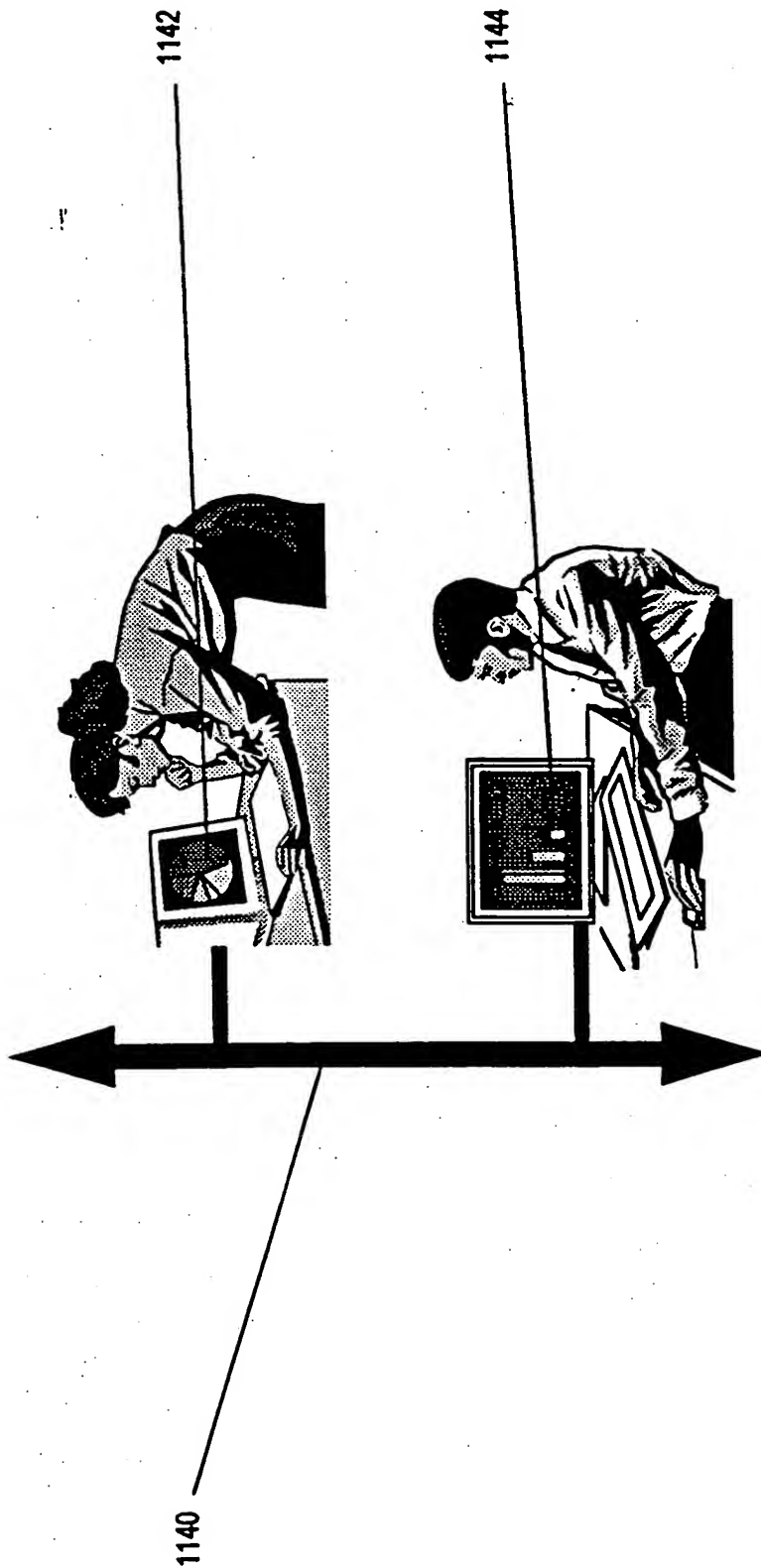


FIGURE 34A

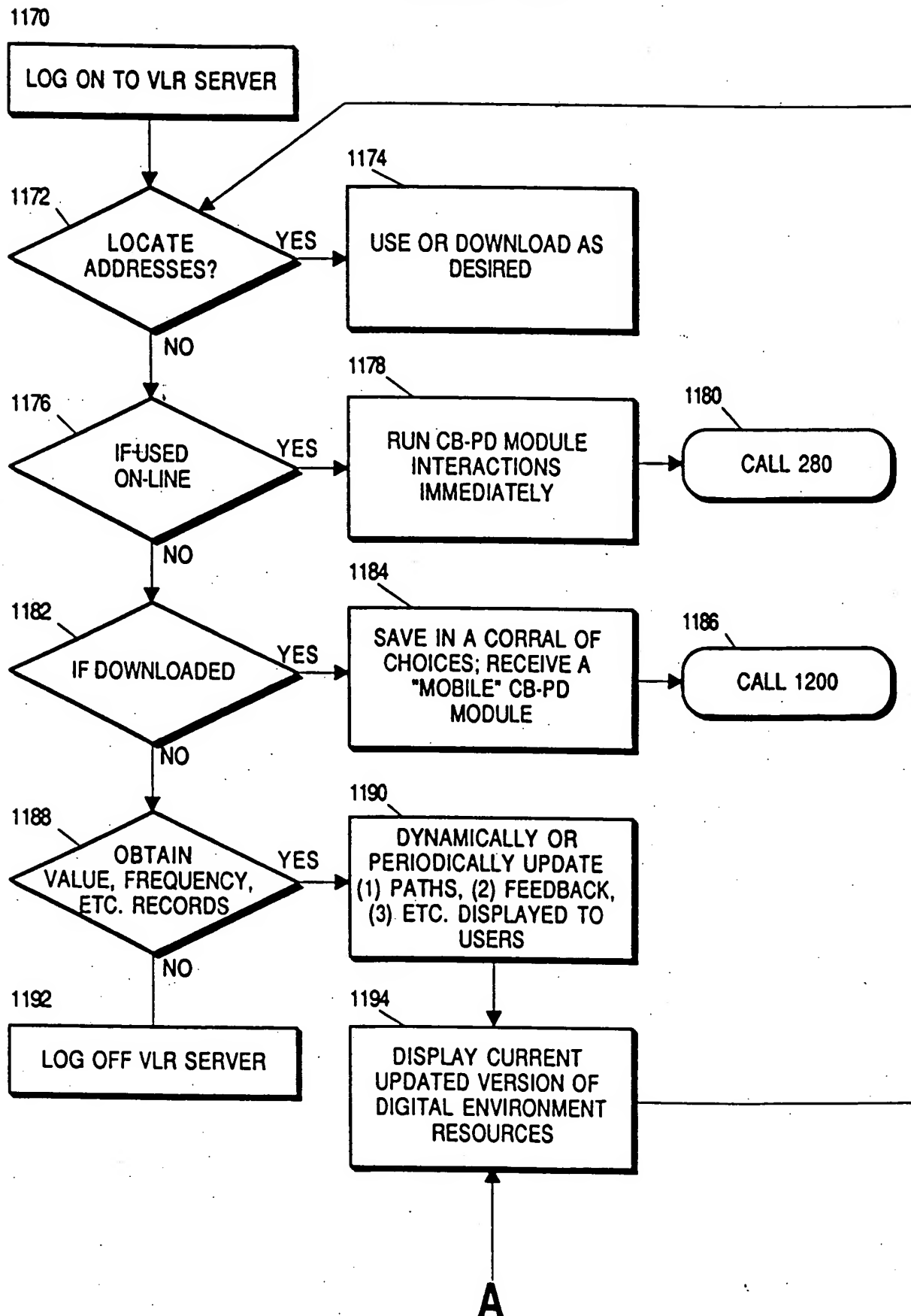


FIGURE 34B

